

UNIVERSITY OF  
**LOUISVILLE**

SCHOOL OF PUBLIC HEALTH  
& INFORMATION SCIENCES



**Master of Science in Health Administration (MSHA)**  
**Student Handbook**

**2021-2022**

**Christopher E. Johnson PhD**  
Professor & Chair of Department  
502-852-3987  
[cejohn23@louisville.edu](mailto:cejohn23@louisville.edu)

**Lee W. Bewley, Ph.D., FACHE**  
Associate Professor & Program Director,  
Health Administration  
502-852-2490  
[Lee.Bewley@louisville.edu](mailto:Lee.Bewley@louisville.edu)

**Pam Renner**  
Program Coordinator Senior  
502-852-2797  
[pamela.renner@louisville.edu](mailto:pamela.renner@louisville.edu)

**Jordan Fries**  
Administrative Assistant  
502-852-9349  
[jordan.fries.1@louisville.edu](mailto:jordan.fries.1@louisville.edu)

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## I. INFORMATION FROM THE SCHOOL OF PUBLIC HEALTH AND INFORMATION SCIENCES (SPHIS)

The name of our school is a clear indicator that we are a **distinctive school of public health**. Public health is more than restaurant inspections, flu shots and managing health departments. It is identifying emerging health threats and risks, monitoring health factors and status, understanding how people seek and respond to health information and preparing responses to events that can affect the public's health.

While we embrace the traditional tasks and roles of public health specialists, we recognize that protecting the public's health today requires much more. It requires a new approach that integrates how information about the public's health is acquired, evaluated, acted on and disseminated, and how these affect the public and its health. It requires preparing our students for careers in the 21st century by using 21st century knowledge and techniques.

### MISSION

We are a metropolitan school that pursues excellence and inclusiveness through bold, strategic, and collaborative approaches to education, research, community engagement, policy, and practice. We strive to protect and improve public health and healthcare delivery systems in Louisville, the Commonwealth of Kentucky, the United States, and with our global partners.

### VISION

To be a leader in advancing health equity and social justice to ensure optimal health and well-being for all.

### Value Statements

The University of Louisville SPHIS Community aspires to create a culture that fosters the following:

ADVOCACY: We inform and support changes to structural factors such as laws, regulations, policies, and institutional practices to improve public health and healthcare systems,

especially for marginalized populations. We create and advocate for services, funding, and policies to support the success and well-being of our students, faculty, and staff. Through these efforts, we strive to achieve equitable opportunities and outcomes across all groups.

COLLABORATION & PARTNERSHIP: We actively work with communities, across sectors, and among disciplines for the benefit of all people. We seek to build authentic and mutually beneficial relationships that value the expertise of all partners while sharing ownership and decision-making.

CULTURAL HUMILITY: We are committed to ongoing self-reflection and discovery to identify our cultural biases and improve our understanding of the cultural identities that are most important to others. We acknowledge that this process works best when we listen, are open-minded, and desire to fix power imbalances.

EQUITY & INCLUSION: Recognizing that advantages and barriers exist and that we do not all start from the same place, we cultivate an environment where everyone is safe, welcome, valued, and has access to the same opportunities.

INQUIRY: Inquiry is at the foundation of how we teach, how we learn, how we research, and how we work with the community. We stay curious and open-minded. We engage in iterative questioning instead of seeking simplistic solutions. Our study designs apply rigorous and innovative scientific methods. We are systematic in our approach to problem-solving. We share findings and results with our professional colleagues, partners, community members, and others who may benefit.

RESPECT: We respect each other's humanity and dignity, regardless of position, identity, or social status. We also respect the right to differing positions and opinions.

STEWARDSHIP & ACCOUNTABILITY: We acknowledge our moral obligation to use resources to achieve the greatest good. In doing so, we value efficiency, effectiveness, and data-driven decisions. Every person is responsible for ethical and judicious management of financial resources. We honor our commitments and own our mistakes.

### **SPHIS Policy on Academic Dishonesty**

Students are required to comply with the academic honesty policies of the University and School of Public Health and Information Sciences. These policies prohibit plagiarism, cheating, and other violations of academic honesty.

According to the Graduate Catalog, “Academic Dishonesty: Plagiarism, cheating and other forms of academic dishonesty are serious violations of academic conduct and may result in permanent dismissal. Students are expected to be familiar with the various forms of academic dishonesty as explained in the [Code of Student Rights and Responsibilities](#). A plea of ignorance is not a defense against the charge of academic dishonesty.” In addition, students are expected to abide by the [Code of Student Conduct](#).

## **II. INFORMATION FROM THE DEPARTMENT OF HEALTH MANAGEMENT & SYSTEMS SCIENCES**

### **About Our Department**

The Department of Health Management and Systems Sciences was created to improve the health of the people of the Commonwealth of Kentucky and beyond by developing innovative healthcare leaders and partnering with the community. Our primary aims are to develop, disseminate, and apply evidence-based knowledge about health policymaking, systems design, and quality healthcare delivery.

The department's vision is to house academic programs that are nationally and internationally recognized as making an impact on health policy and population health. This is accomplished through research productivity, the quality of our education and professional development programs, the dissemination of evidence-based knowledge, and community service. This requires innovative leaders, community and industry partners, a nurturing academic setting, and embracing innovative ideas for advancing knowledge.

In the department, a dynamic, collaborative and transdisciplinary learning style is emphasized, involving simultaneous teaching and learning issues and

challenges in the health sector. Emphasis is on systems, public policies, and processes for understanding and managing health systems and networks.

Students learn cutting edge knowledge in subject areas including people and organizational issues, health services research, properties and behaviors, health law and ethics, health regulations and policies, health economics, organization management, health information and information technology management, health services management, community management, and collaborative communities' management.

Students will emerge better prepared to navigate the complexity of 21st century health administration and management and make a measurable contribution to improving the health of the public.

The department offers Master of Public Health- Health Policy (MPH-HP), Master of Science in Health Administration (MSHA), Master of Science in Health Data Analytics (MSHDA) and a PhD in Public Health Sciences Specialization in Health Management and Policy.

### **Department of Health Management and Systems Sciences Mission, Vision, and Values**

#### **Mission Statement**

To improve the health of the people of the Commonwealth of Kentucky and beyond by developing innovative healthcare leaders and partnering with the community to develop, disseminate, and apply evidence-based knowledge about health policy-making, systems design, and quality healthcare delivery.

#### **Vision Statement**

We aspire to have academic programs that are nationally and internationally recognized as making an impact on health policy and population health. We will accomplish this through our research productivity, the quality of our education and professional development programs, the dissemination of evidence-based knowledge, and community service.

## Values

Our values reflect those of the School of Public Health & Information Sciences:

- We nurture an academic setting that fosters ethics, respect, diversity, cooperation, learning, and fun.
- We strive to improve our approach and performance through a program of active feedback and deliberate change.
- We embrace innovative ideas for advancing knowledge.
- We investigate new techniques and technologies for doing research, teaching, and service.
- We think globally and act locally.
- We collaborate with any who will join us in working for population health.
- We recognize that population health starts with the individual.
- We advocate for population health.

## Goal 1

Develop the next generation of healthcare leaders: Whether at the Masters or Doctoral level, we want our graduates to be acknowledged as leading the transformation of our healthcare system. We will provide a curriculum that teaches our students leadership skills, and we will track their performance post-graduation within their jobs. We will engage our alumni and use their feedback to improve the leadership skills within our Programs.

The National Center for Healthcare Leadership, Health Policy, and the AHRQ PhD competencies will be the driving forces behind the leadership development in HMSS. In addition, stakeholder advisory boards will assist with this process.

## Goal 2

Conduct high quality research that is used to solve complex policy and delivery challenges: Our faculty will be engaged at the local, state, national, and international levels in developing innovative research projects that will impact health policy and healthcare delivery. We expect to publish in high quality journals, present findings at the most impactful professional

meetings, and to have our research disseminated to the community to enable positive change in access, healthcare quality, and costs.

The Commonwealth Institute of Kentucky and the NSF Center for Health Organization Transformation (CHOT) and partnerships with other UofL research institutes and centers will be primary conduits for this activity.

## Goal 3

Educate population health, health management, and public health practice professionals: We will use evidence-based pedagogical techniques to drive curriculum development. All of our Programs will seek the appropriate accreditations for our field and will use this process as a continuous quality check of our processes. The Programs will use input from current students, alumni, employers, and stakeholders to improve the skill sets and competencies that our students are taught in the Programs.

Our MS in Health Administration, MPH concentration in Health Policy, MS in Health Data Analytics, and PhD in Public Health Sciences Specialization in Health Management and Policy curriculum will be the primary areas where this area will be executed.

## Goal 4

Partnering with the community to disseminate and apply new knowledge: We will work with the community to determine where we can have the most impact, develop research projects that can solve real-time problems, and disseminate these findings so that population health can be improved.

The Commonwealth Institute of Kentucky and the NSF Center for Health Organization Transformation (CHOT) and partnerships with other UofL research institutes and centers will be primary conduits for this activity. Faculty service activities within the community will also assist with this process.

**Department of Health Management & Systems  
Sciences Web Page**

<http://louisville.edu/sphis/departments/health-management-systems-sciences>

**Social Media**

**Facebook:**



**LinkedIn:**



**Contacting Faculty and Staff**

1. Telephone Messages: You may leave a message for a faculty or staff member with the Department of Health Management and Systems Sciences Program Coordinator Senior, Pam Renner (502-852-2797) or you may leave a voice mail message with individual faculty/staff members at their respective phone extensions.
2. E-Mail: All faculty and staff have e-mail accounts, and you may communicate with them via e-mail.
3. Faculty-Staff Mailboxes: Written messages or materials for faculty/staff may be given to the Program Coordinator, Pam Renner, who will place the items in the appropriate mailbox.

## Faculty & Staff

### **Craig Blakely, Ph.D., MPH**

Dean

502-852-3297

[chblak01@louisville.edu](mailto:chblak01@louisville.edu)

## FACULTY

### **Chris Johnson, Ph.D.**

Professor and Chair of Department

502-852-3987

[cejohn23@louisville.edu](mailto:cejohn23@louisville.edu)

### **Demetra Antimisiaris, PharmD,**

**BCGP, FASCP**

Associate Professor & Director,

Frazier Polypharmacy & Medication

502-852-2813

[Deanti01@louisville.edu](mailto:Deanti01@louisville.edu)

### **Lee W. Bewley, Ph.D., FACHE**

Associate Professor &

Program Director,

Health Administration

502-852-2490

[Lee.Bewley@louisville.edu](mailto:Lee.Bewley@louisville.edu)

### **Liza Creel, Ph.D.**

Associate Professor

502-852-3283

[lmcree02@louisville.edu](mailto:lmcree02@louisville.edu)

### **Bob Esterhay, MD**

Emeritus Associate Professor

[bob.esterhay@louisville.edu](mailto:bob.esterhay@louisville.edu)

### **J'Aime Jennings, Ph.D.**

Associate Professor

502-852-3286

[jaim.e.jennings@louisville.edu](mailto:jaim.e.jennings@louisville.edu)

### **David Johnson, Ph.D., MPH, CPH**

Assistant Professor

502-852-0329

[dajohn04@louisville.edu](mailto:dajohn04@louisville.edu)

### **Seyed Karimi, Ph.D.**

Assistant Professor

502-852-0417

[Seyed.karimi@louisville.edu](mailto:Seyed.karimi@louisville.edu)

### **Bert Little, Ph.D.**

Professor & Program Director,

Health Data Analytics

502-852-5933,

[bblitt02@louisville.edu](mailto:bblitt02@louisville.edu)

### **Andrew McCart, Ph.D., MBA**

Assistant Professor

(502) 852-2211

[Andrew.mccart@louisville.edu](mailto:Andrew.mccart@louisville.edu)

### **Sarah S. Moyer, MD, MPH**

Associate Professor

502-852-6583

[sarah.moyer@louisville.edu](mailto:sarah.moyer@louisville.edu)

### **Giang Vu, DDS, MS, Ph.D.**

Assistant Professor

502-852-4493

[Giang.vu@louisville.edu](mailto:Giang.vu@louisville.edu)

### **Barry Wainscott, M.D., MPH**

Emeritus Assistant Professor

[barry.wainscott@louisville.edu](mailto:barry.wainscott@louisville.edu)

### **Katharine Yewell, PhD**

Assistant Professor

502-852-6135

[Katherine.yewell@louisville.edu](mailto:Katherine.yewell@louisville.edu)

## ADJUNCT FACULTY

**Susan Olson Allen, Ph.D.**

Adjunct Associate Professor  
[susan.allen@louisville.edu](mailto:susan.allen@louisville.edu)

**Alex Kerns, Ph.D., MHA**

Adjunct Assistant Professor  
[Alex.Kerns@louisville.edu](mailto:Alex.Kerns@louisville.edu)

**Robert Reilly, M.D.**

Clinical Professor  
[rreilly@uabmc.edu](mailto:rreilly@uabmc.edu)

**Srikanth Tangeloju, Ph.D.**

Adjunct Assistant Professor  
[tangeloju@gmail.com](mailto:tangeloju@gmail.com)

**Beatrice Ugiliweneza, Ph.D.**

Adjunct Assistant Professor  
[B0ugil01@louisville.edu](mailto:B0ugil01@louisville.edu)

**Steve Zimmerman, Ph.D.**

Adjunct Assistant Professor  
[szimmerman@humana.com](mailto:szimmerman@humana.com)

**Theo Edmonds, J.D., MHA, MFA**

Assistant Professor  
[theodore.edmonds@louisville.edu](mailto:theodore.edmonds@louisville.edu)

**Robert M. Malina, Ph.D.**

Adjunct Professor  
[rmalina@1skyconnect.net](mailto:rmalina@1skyconnect.net)

**Arnold Schecter, M.D., MPH**

Adjunct Professor  
[ajschechter@aol.com](mailto:ajschechter@aol.com)

**Jim Taylor, DMan, MBA, MHA**

Adjunct Assistant Professor  
[jhtayl02@louisville.edu](mailto:jhtayl02@louisville.edu)

**Robin Weiss, Ph.D., MPH, CLC, LCCE**

Adjunct Assistant Professor  
[robin.e.weiss@gmail.com](mailto:robin.e.weiss@gmail.com)

**Michael Goldsby, Ph.D.**

Adjunct Professor  
[mgoldsby@ucsd.edu](mailto:mgoldsby@ucsd.edu)

**Michael Mills, Ph.D.**

Adjunct Assistant Professor  
[mdmill03@louisville.edu](mailto:mdmill03@louisville.edu)

**Martha Schecter, J.D., LLM**

Adjunct Associate Professor  
[mjschechter@aol.com](mailto:mjschechter@aol.com)

**Judah Thornewill, Ph.D.**

Adjunct Assistant Professor  
[j.thornewill@louisville.edu](mailto:j.thornewill@louisville.edu)

**William Yasnoff, MD, Ph.D.**

Adjunct Assistant Professor  
[william.yasnoff@nhiiadvisors.com](mailto:william.yasnoff@nhiiadvisors.com)

## EXECUTIVES IN RESIDENCE

**Martin D'Cruz**

Executive in Residence  
[mjdcruz@att.net](mailto:mjdcruz@att.net)

**Tom Walton, MDiv, MS**

Executive in Residence  
[tom.walton@louisville.edu](mailto:tom.walton@louisville.edu)

**Michael Rust**

Executive in Residence  
[michael.rust@louisville.edu](mailto:michael.rust@louisville.edu)

**Judah Thornewill, Ph.D.**

Adjunct Assistant Professor  
[j.thornewill@louisville.edu](mailto:j.thornewill@louisville.edu)

## STAFF

**Lisa Baunach**

Senior Program Coordinator  
UofL Polypharmacy Innovation  
[lisa.baunach@louisville.edu](mailto:lisa.baunach@louisville.edu)

**Melissa Eggen**

CHOT Program Manager  
502-852-6450  
[melissa.eggen@louisville.edu](mailto:melissa.eggen@louisville.edu)

**Jordan Fries**

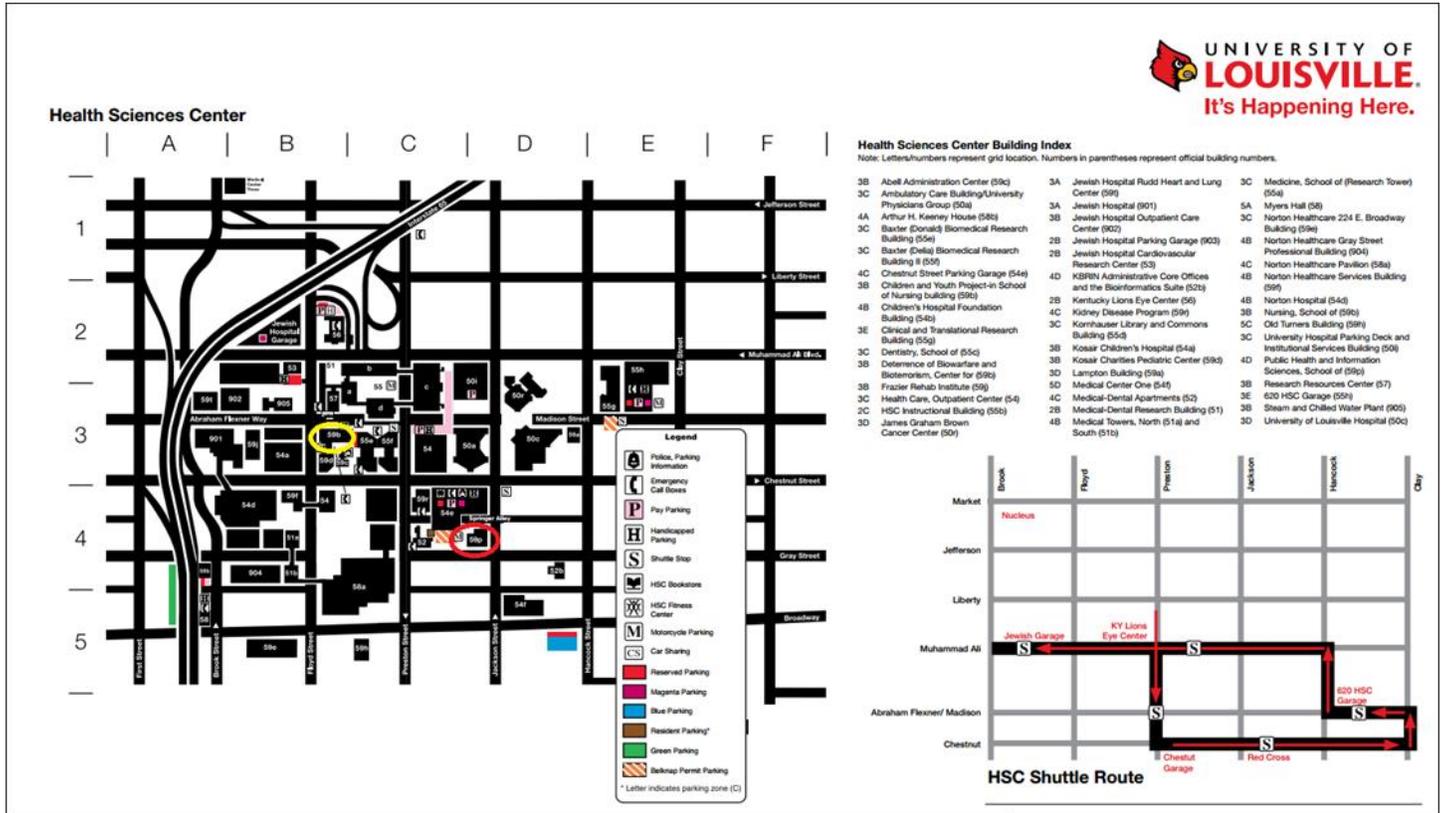
Administrative Assistant  
502-852-9349  
[Jordan.fries.1@louisville.edu](mailto:Jordan.fries.1@louisville.edu)

**Pam Renner**

Program Coordinator Senior, HMSS  
502-852-2797  
[Pamela.renner@louisville.edu](mailto:Pamela.renner@louisville.edu)

### III. INFORMATION FROM THE UNIVERSITY OF LOUISVILLE

#### Map of Health Sciences Campus



#### Student Handbook

Dean of Students, 502-852-5787

This handbook has been established to provide easy access to many of the campus policies that affect students and other members of our campus community. It includes important information on a variety of topics, including behavioral expectations, campus policies and services, facility usage, emergency guidelines, and student assistance programs. Please contact the Dean of Students Office if you need additional information about any of the policies or procedures included in this handbook.

<http://louisville.edu/dos/students/studentpoliciesandprocedures/student-handbook>

#### University Holidays and Academic Calendars

The University of Louisville maintains several types of calendars and schedules. The [Academic Calendars](#) cover the academic year and include calendars for undergraduate students, graduate students, professional programs, registration schedules, and final exam schedules. [University Holidays](#) lists the dates university offices are closed. There are two Calendars of Events, the [University Event Calendar](#) and the [HSC-Only Event Calendar](#). Both calendars feature events happening on each campus for students, faculty, and the community.

**Policy on Work-Restricted Religious Holidays**

Federal law and University policy prohibit discrimination on the basis of religious belief. Students who observe work-restricted religious holidays must be allowed to do so without jeopardizing their academic standing in any course. Faculty are obliged to accommodate students' requests for adjustments in course work on the grounds of religious observance, provided that the students make such requests in writing during the first two weeks of term. The Department of Health Management and Systems Sciences Chair must investigate and resolve student complaints arising from alleged faculty failure to make reasonable accommodation under these guidelines. Note: A calendar of typical work-restricted holidays is available online, please refer to the Academic Calendar webpage. This list is not exhaustive. Information about specific holidays is also available by phone from the University Cultural Center at 502-852-6656.

**Delayed Class Schedule for Bad Weather**

Regular University classes follow the Delayed Class Schedule for Bad Weather, which is printed in the Schedule of Courses. Weekend classes may be canceled for bad weather. There is no delayed schedule for weekend classes. Faculty will make special arrangements to make up classes because of the cancellation.

UofL will provide official information on deviations from normal schedules via:

- A notice on the [university home page](#) and on the [UofL Today site](#)
- Text messages sent to students, faculty and staff who sign up for UofL Alerts. [Sign up for alerts today.](#)
- Alert messages sent to all dorm and office VoIP phones
- E-mails sent to students and employees on their university email accounts
- A recorded message at 502-852-5555

**Cardinal Card Student ID  
502-852-7520**

New students receive a card during orientation. They should take their student ID number and a photo ID to the main office in Room LL05 of the Houchens Building

(on the Belknap Campus) or to the HSC satellite office at the Chestnut Street Parking Garage, 414 E. Chestnut St. Office hours are 8:30 AM to 5 PM weekdays at the main office and Tuesdays from 9:30 AM to 11:30 PM at HSC.

**Registrar's Office****Houchens Building, 502-852-6522**

The Registrar's Office at the University of Louisville provides students, faculty, staff, alumni and other members of the University community with an accurate and timely academic history of those individuals who have pursued their education at this institution, while maintaining the privacy and security of this information. Registrar's Office provides a student registration process, accurate and timely schedules of courses and University [course catalogs](#), and efficient transcript and enrollment/degree certification services, grade collection and reporting, and posting of degrees.

**Drop/Add Procedures**

Students wishing to alter their schedule of courses in any way must make the changes with the University's Office of Registration. Failure to officially withdraw from a course may result in a grade of F. Students may drop/add at any time during the Early Registration period after their first scheduled time for registration. The touch-tone and ULink systems may be used for drop/add. See the [Schedule of Courses](#) for current instructions for Drop/Add after classes begin. Students may not withdraw from any course after the published deadline in the Schedule of Courses without the approval of their assigned advisor and Graduate School Dean. The grade report will reflect a grade of "W". Assistantship students are required to be enrolled full-time (nine hours in both the fall and spring semesters and six hours in the summer) in order to maintain those assistantships. Any student who drops below a full-time course load will have their assistantship pay suspended.

**Official and Unofficial Transcripts/Records Verification**

Students may request official transcripts online through the University Registrar's Office. Students may also now print unofficial transcripts online. Official transcript requests usually take 3-5 business days to be processed and mailed. Students may also request transcripts by

going directly to the Registrar's Office on Belknap campus. Students may be required to provide proof of good standing for scholarship applications, insurance forms, or to enroll at another school as a visiting student. When these situations occur, students should plan and allow at least 24 hours for request of this nature to be processed. "While you wait service" is not available.

### FERPA

The Family Educational Rights and Privacy Act of 1974 (often referred to as FERPA, or the Buckley Amendment) requires that students have the right to inspect and review most education records maintained about them by the University of Louisville, and, in many cases, decide whether or not a third party may obtain information from them. No one will have access to a student's education records, nor will their contents be disclosed, without the written consent of the student, except as provided by the Act.

For more information visit -

<https://louisville.edu/oapa/consumer-information-1/ferpa>

To avoid violations of FERPA rules:

- **DO NOT** post students' grades in any form or listing in public. Use Blackboard to post student grades.
- **DO NOT** ever link the name of a student with that student's social security number or student identification number in any public manner.
- **DO NOT** leave graded tests in public for students to pick up.
- **DO NOT** circulate a printed class list with the student name and social security number or student identification number as an attendance roster.
- **DO NOT** discuss the progress of any student with anyone other than the student (including parents).
- **DO NOT** provide anyone with lists of students enrolled in your classes for any commercial purpose.

- **DO NOT** provide anyone with student schedules or assist anyone in finding a student on campus. Inquiries should be directed to the Registrar's Office (502)-852-6522 or after business hours to Public Safety (502)-852-6111.

### Address/Name Changes

It is the student's responsibility to notify the University of Louisville of any changes in name and/or address. Address, name, and phone number changes can be made by visiting ULink. If you fail to notify the school of your address change, the Department is not responsible for problems that may arise if information we distribute by mail is not received by you.

### The Graduate School

#### Houchens Building., 502-852-6495

The School of Interdisciplinary and Graduate Studies, the Graduate School at the University of Louisville, coordinates the admission process for all graduate programs at UofL except for professional degree programs, along with many other responsibilities.

- Promotes professional and academic development through PLAN (Professional development, Life skills, Academic development, and Networking) which offers free graduate workshops on a variety of topics such as maintaining a healthy lifestyle, professional planning, and furthering teaching skills.
- Is responsible for planning the doctoral hooding and graduation ceremony held each December and May.
- Notifies students of all Thesis and Dissertation guidelines and deadlines. They also review all Theses and Dissertations to make sure all adhere to guidelines.
- Holds an annual orientation for all incoming graduate students and for new Graduate Teaching Assistants to provide information on University policies and programs.
- Offers competitive fellowships and scholarships to qualified graduate students.
- Works closely with the Graduate Council, the Graduate Student Council, and Directors of

Graduate Studies in developing and maintaining graduate education policies.

- Hosts an annual Visitation Day for qualified prospective students.
- Organizes free GRE workshops for graduate students twice a semester.
- Manages the Graduate Teaching Academy which is designed to assist Graduate Teaching Assistants (GTAs) to develop knowledge, skills, and excellence in classroom teaching.
- Runs an ambassador program where selected graduate students serve as a representative of the Graduate School informing prospective and new students about life as a graduate student at UofL.
- Is the enrollment unit for students in Interdisciplinary Studies graduate programs.
- Coordinates the annual awarding of the outstanding mentor award for both masters and doctoral students.
- Recognizes outstanding graduate students with both the monthly student spotlight and annual special awards bestowed at commencement.

Hours of operation are 9:00 AM to 5:00 PM, Monday through Friday. For more information on the Graduate School, visit: <http://louisville.edu/graduate>.  
[Graduate Catalog](#)

### **International Students and Scholar Services 502-852-6604**

International student services and programs are organized and administered by the Office of International Student and Scholar Services (ISSS), which is located on the second level of the International Center in Brodschi Hall, open 9:00 AM to 4:00 PM Monday-Friday. The office functions as an administrative, advising, and programming unit for all international students and scholars at the University of Louisville. The staff is trained to assist international students and scholars with any immigration, advising, or general issues related to their university as well as cultural experiences within the city of Louisville and the United States.

The ISSS's main administrative responsibility consists of processing all United States Citizenship and Immigration

Services (USCIS) documents for over 700 international students and 200 scholars at the university for the purpose of admission, travel, employment, extension of stay, or change of status. [Click here](#) to see the countries represented at the University of Louisville.

Additionally, the office serves as an advising and counseling resource to international students and scholars. It encourages students experiencing problems with language, health, finances, personal relationships, adjustment, homesickness, coursework, careers, etc. to come to the office for assistance. It also encourages international students to utilize other student services on campus and participate in on-campus and off-campus activities such as the American International Relations Club, Cultural Center activities, and numerous student organizations.

The ISSS office coordinates many programming opportunities for international students and scholars that include new international student orientations each semester, Optional Practical Training (OPT) workshops, H1B and LPR workshops, monthly International Meet and Greet Luncheons, the annual International Banquet, International Education Week activities, advising for the American International Relations Club, and numerous other events.

University of Louisville  
International Center  
Brodschi Hall

Louisville, Kentucky 40292

Hours of Operation: M-F 8:30 AM to 4:30 PM

Email: [iss@louisville.edu](mailto:iss@louisville.edu)

Website: <http://louisville.edu/internationalcenter/iss>

### **Office of Diversity & International Affairs 502-852-5719**

Diversity is about each of our human characteristics that are unique to us, unique to the communities in which we belong, and how those varying characteristics impact how we move through the world. At the University of Louisville, we celebrate and honor these differences. It is important to note that diversity also includes those “invisible” attributes that you can’t readily see, including work experience, marital status, educational background, parental status, income,

religious beliefs and affiliations, geographic location, socioeconomic status, etc. No one person's personal diversity is alike, and it is for that reason that we recognize, embrace and value those differences. The University of Louisville, led by the Office of the Vice Provost for Diversity & International Affairs, seeks to reaffirm that every student, visitor, faculty, staff, and administrator belongs here. No matter what your affiliation or role is at the Belknap, Health Sciences, or Shelby campus...You Belong!

University of Louisville  
Grawemeyer Hall  
2<sup>nd</sup> Floor  
Louisville, KY 40292  
Hours of Operation: 8:30 AM – 5:00 PM  
Email: [diversity@louisville.edu](mailto:diversity@louisville.edu)  
[Resources for Students](#)

**Disability Resource Center**  
**Stevenson Hall, 502-852-6938**

The Disability Resource Center fosters an inclusive campus climate through education, service, collaboration, and outreach to the University of Louisville community. We provide support for students with documented disabilities by promoting equal access to all programs and services. Students with disabilities, who need reasonable modifications to successfully complete assignments and otherwise satisfy course requirements, are encouraged to meet with the instructor as early as possible to identify and plan specific accommodations. Students may be asked to supply a letter from the Disability Resource Center or other documentation, which will assist in modification planning. Office hours are 9:00 AM to 5:00 PM, Monday-Friday.  
<http://louisville.edu/disability/students>

**Financial Aid**  
**Financial Aid Office, Houchens Building, 502-852-5511**

For detailed instructions on applying for aid at the University of Louisville, be sure to view [Financial Aid: Start-to-Finish](#) to help you navigate the financial aid process. Students can verify the status of financial aid forms, awards and electronically transferred funds online through ULink.

Email: [finaid@louisville.edu](mailto:finaid@louisville.edu)  
Fax: 502-852-0182  
Student Financial Aid Office  
University of Louisville  
Louisville, KY 40292  
FAFSA School Code: 001999  
[Financial Aid Office](#)

**502-852-2797**

See Program Coordinator Senior for a list of potential scholarships. Students can also visit the School of Interdisciplinary and Graduate Studies website for available scholarships.

**Tuition Payment**

**Bursar's Office, Houchens, 502-852-6503**

[Information on tuition rates](#) and payment options is available at the Bursar's office website.

**Graduate**

	Per Hour	Full- Time (9 or more credit hours per Semester)
Resident	\$752.00	\$6,726.00
Non-Resident	\$1,536.00	\$13,819.00

**Housing**

**502-852-2797**

See Program Coordinator Senior for more information.

**Postal Services - Mail Services**

**502-852-5287**

A postal office is located on the ground level of the HSC Library & Commons Building. Hours of operation are 8:00 AM -5:00 AM, Monday through Friday. Retail Sales Counter hours are 9:00 AM-11:00 AM and 12:00 AM-3:00 AM, Monday through Friday.  
<http://louisville.managed-print.net/mail-services/>

**University Parking and Transportation Services**

**502-852-5111**

Please visit the University Parking and Transportation Services [website](#) for up-to-date permit prices, parking regulations, and maps.

### [Belknap and HSC General Parking Maps](#)

There are Cardinal Shuttles that travel around Louisville and from campus to campus to provide shuttle services to all the students here at university. Anyone with a UofL ID can ride the entire TARC bus system for free by simply swiping your UofL ID as you board. Good on all routes, any time.

**Belknap-HSC Shuttle:** TARC **Route 28** provides frequent shuttle service between UofL's two main campuses with just 10-15 minutes between buses! **Route 28** also provides direct, frequent service to both UofL campuses from downtown, UPS, Jefferson Mall, and Okolona/Preston Hwy.

**Belknap Shuttle Service (#94 Cardinal Shuttle):** The #94 CARDINAL SHUTTLE service provided by TARC and University Parking and Transportation provides service during the following hours of the Spring and Fall semesters:

Monday – Friday

Begins at 6:40 AM at Cardinal Stadium and operates approximately every 6-9 minutes with the last trip leaving the SAC at 9:30 PM. (7:30 PM Fridays)

**HSC Campus Shuttle:** Provides circulating shuttle service to the HSC community in a figure 8 from the 620 HSC Garage to Nucleus (Brook & Market) Monday-Friday from 6 AM until 9 PM. HSC is also served Monday-Saturday by [TARC Route 52 - Medical Center Circulator](#).

A few other routes include:

- Route 2 - direct service between Belknap campus, the airport, and downtown.
- Route 4 - direct, frequent service to Belknap campus from downtown and south Louisville (Beechmont, Kenwood, Glengarry, and Louisville Industrial Center)
- Route 29 - direct service to Belknap campus along Eastern Pkwy from Oxmoor Center, the Highlands, and Shively.

Visit the [TARC website](#) for more information on routes throughout the city of Louisville.

### University of Louisville Police Department

Operating Hours:

24 hours a day / 7 days a week

#### Belknap Campus

Floyd Street Parking  
Garage

2126 South Floyd Street  
Suite 100

Phone: 502-852-6111

Fax: 502-852-7719

#### Health Sciences Center

Abell Building  
Suite 120

Phone: 502-852-2402

Fax: 502-852-7662

### Department of Public Safety Escort Service

#### Department of Public Safety, 502-852-6111

The DPS provides an on-campus escort service, free of charge, seven days a week from dusk to dawn. Call DPS for an escort. (502) 852-6111.

<http://louisville.edu/police/services>

### No Smoking Policy

The Health Sciences Center campus, as well as the Belknap and ShelbyHurst campuses, has been designated as smoke-free. Smoking is not allowed in any office, classroom, or laboratory site on the Health Sciences Center campus. Smoking is no longer allowed on the Health Sciences Campus, including outdoor areas. <http://louisville.edu/smokefree/>

### Drug & Alcohol Policy

#### Human Resources, 502-852-6258

As a condition of employment or enrollment, the university requires that students, faculty and staff adhere to a strict policy regarding the use and possession of drugs and alcohol. Under university regulations, federal law, state law, and, in some instances local ordinance, students, faculty and staff are prohibited from the unlawful possession, use, dispensation, distribution, or manufacture of illicit drugs on university property, on university business and/or at university sponsored activities. Under this policy, students, faculty and staff are required to abide by state laws concerning alcoholic beverages. [The University of Louisville Policy Statement as a Drug-Free Institution](#)

**Health Insurance – Insurance Advocate****502-852-6519**

Student insurance plans include in-patient and outpatient care and spouse and dependent coverage. It is available for students who have no insurance or those who already have hospitalization coverage.

Appointments are available for personal consultations.

Contact Carol Kloenne by e-mailing

[stuins@louisville.edu](mailto:stuins@louisville.edu). Please provide your name, Student ID, question/problem and she will respond within 48 hours.

<http://louisville.edu/campushealth/information/insurance>

**Health Promotion Wellbeing Central****Student Activities Center (Belknap), 502-852-5429**

The health promotion program offers a variety of programs and services to the student population including cooking classes, yoga, exercise, U-Fit and chair massages. Students learn wellness techniques that will last a lifetime. Office hours are Monday through Friday 9:00 AM to 5:00 PM

<http://louisville.edu/healthpromotion>

**Campus Health Services****Belknap Campus, Cardinal Station, 502-852-6479****HSC, UofL Outpatient Center, 502-852-6446**

The Cardinal Station and Health Sciences Center offices provide basic primary care services including medical problems, physical exams, immunizations, allergy shots, travel medicine, flu shots, sexual health and contraception, and many other services to students.

To schedule an appointment, please call the number above or visit the website through the link below.

<http://louisville.edu/campushealth>

**Cardinal Station**

215 Central Avenue - Suite 110

Louisville, KY 40208

Monday, Tuesday, Thursday &amp; Friday

8:30 AM to 4:30 AM

Wednesday

10:00 AM to 4:30 AM

**UofL Outpatient Center**

401 East Chestnut Street, Suite 110

Louisville, KY 40202

Monday, Tuesday, Thursday &amp; Friday

8:30 AM to 4:30 AM

Wednesday

10:00 AM to 4:30 AM

**HSC Counseling Services****A Building; Suite 210, 502- 852-5192**

Our goal is to provide comprehensive counseling and mental health services to Health Sciences Center students. HSC counseling services are offered to students in the following schools and programs:

- School of Medicine
- School of Dentistry
- School of Nursing
- School of Public Health and Informational Sciences
- Resident Physicians and Dental Fellows

Counseling and mental health services are provided for a variety of problems and circumstances including (but not limited to) abrupt life changes, depression, anxiety, academic difficulties, substance abuse, relationship issues, financial stressors, and adjusting to recent trauma or accidents. To address these issues, the following services are offered at the HSC Counseling Services location:

- Urgent Crisis Intervention
- Individual Counseling and Support
- Education Skills Training
- Pharmacotherapy referral to Campus Health
- Consultation

Appointments for services are offered Monday through Friday, 8:30 AM to 4:30 PM. Services include initial assessment and follow-up in addition to regular session. Referrals are made to outside sources when appropriate and can be made by self, family, friend, classmates or faculty.

<https://louisville.edu/medicine/studentaffairs/student-services/hsc-counseling-services>

### 911 Emergency Health Services

A student health services practitioner is on call after hours to answer questions via telephone that cannot wait until the next business day. If an emergency takes place on campus, call 911 or the campus police at 502-852-6111. During office hours, health services can take care of minor on-campus emergencies if the patient can come to the office. When a person needs medical attention after office hours, they should go to an immediate care center that is approved by their insurance carrier or to an emergency room

### University of Louisville Bookstores

[HSC Bookstore](#), 502-852-5284

[UofL Bookstore \(Belknap\)](#), 502-852-6679

The official UofL Bookstore takes pride in offering superior services to the students, faculty and staff of the University of Louisville. With two locations, one on the Belknap Campus and the other on the Health Sciences Campus, the Bookstore is a convenient place to get all textbooks, trade books, and school supplies. The Health Sciences Center Bookstore, located on the first floor of the K Wing Bldg. (Floyd Street Side), carries textbooks and supplies for courses taught on the HSC campus. Textbooks, lab coats, pens, binders and other supplies are available for purchase. Novelty items, sweatshirts, mugs, bumper stickers, greeting cards, candy and other items are also available. Hours of operation are:

#### HSC

**9:00 AM – 5:00 PM Monday-Friday**  
Closed 1:00-1:30 PM for lunch

#### Belknap

**9:00 AM – 5:00 PM Monday-Friday**  
**10:00 AM – 2:00 PM Saturday**

### Libraries

[Kornhauser Library](#), 502-852-5771

[Ekstrom Library \(Belknap\)](#), 502-852-6302

The Kornhauser Library, located on the second floor of the Library & Commons Building, is the main library for the HSC campus. Books related to the health sciences,

professional journals and periodicals, and other publications are available to students. Ekstrom Library, located on Belknap campus, is the main branch of the University of Louisville Libraries system which contains collections in the humanities, sciences, and social sciences. Hours of operation are:

#### Kornhauser Library

**7:30 AM – 11:00 PM Monday-Thursday**  
**7:30 AM – 6:00 PM Friday**  
**9:00 AM – 6:00 PM Saturday**  
**1:00 PM – 9:00 PM Sunday**

#### Ekstrom Library

**7:30 AM – 11:30 PM Monday-Thursday**  
**7:30 AM – 5:00 PM Friday**  
**9:00 AM – 5:00 PM Saturday**  
**12:00 PM – 11:30 PM Sunday**

### University Writing Center at HSC

The University Writing Center is located at Kornhauser Library. The Center provides help on student's writing projects to make them as strong and successful as possible. The Center can work with a student on any kind of writing at any point in their writing process. HSC hours are Monday and Wednesday from 10:00 AM – 2:00 PM in Kornhauser Library 221.

- To make an appointment, go to: <https://louisville.edu/writingcenter/appointments-1>
- To learn more about Writing Groups and other online resources, visit [their website](#).
- If you have questions, contact HSC Writing Center at [writing@louisville.edu](mailto:writing@louisville.edu) or 502-852-2173.

### HelpDesk

**502-852-7997**

The HelpDesk provides support to the entire University of Louisville community: faculty, staff and students. If you need assistance with accessing your university accounts such as ULink and Blackboard, unlocking your password, accessing wireless, computer repairs, or more, please create an incident at [Online Make A Request](#) or use [LiveChat](#).

### HelpDesk Hours

Monday thru Thursday: 6:00 AM–10:00 PM

Friday: 6:00 AM–5:00 PM

Saturday: 7:30 AM–5:00 PM

Sunday: 10:00 AM –10:00 PM

University Holidays: 7:00 AM–5:00 PM

Thanksgiving Day: Closed

Christmas Day: Closed

- Serve as representative of SPHIS on Graduate Student Council
- Petition for a meeting or vote by entire membership on one or more issue

For more information on the Student Government Association, please visit our [webpage](#) or contact:

Tammi Alvey Thomas, MSSW  
Assistant Dean of Student Affairs

[tammi.thomas@louisville.edu](mailto:tammi.thomas@louisville.edu)

502-852-3289

If you have an emergency during off hours, call the HelpDesk to be transferred to an on-call technician, or leave your request on voice mail. Your call will be returned the next day starting at 7:00 AM unless you specify a time.

## **IV. School of Public Health, Student Government**

### **Student Government Association**

The purpose of the School of Public Health and Information Sciences Student Association” or “SPHIS Student Association” is to empower the students of SPHIS to make group decisions, take group actions, and participate in governance of SPHIS through an organization that is operated entirely by and for the students of SPHIS.

A member of the Association is any student currently enrolled in a degree program in SPHIS, whether full-time or part-time. For a student to be considered currently enrolled, the student must be enrolled in at least one course. A newly enrolled student in a degree program in SPHIS is not a member until the first day of classes for the semester in which the student is first enrolled. If a member leaves the degree program in which he or she is enrolled, he or she is no longer a member.

Members may:

- Vote in elections or referenda of the Association
- Run for elected positions in the Association
- Serve on SPHIS Council of Chairs and Deans and SPHIS Faculty Forum

### **Kentucky Public Health Association, University of Louisville Chapter**

The Kentucky Public Health Association, Inc. is in the capable position of confronting critical issues relating to legislation at the local, regional, and state level. KPHA sponsors/co-sponsors workshops, seminars, and conferences relating to the personal and professional growth and development of its members and other interested citizens. The Kentucky Public Health Association is an affiliate of the Southern Health Association, and the American Public Health Association. Being a member of KPHA has many things to offer, such as:

- Networking with other public health agencies and professionals
- Growing and develop as a public health professional
- Gaining training & multi-disciplined contact/education hours
- Confronting critical health issues affecting your community
- Quarterly Member Newsletter
- Email notifications of public health job postings across KY

<https://louisville.edu/sphis/current-students/kentucky-public-health-association-uofl-student-chapter>

For more information on the Kentucky Public Health Association, University of Louisville Chapter, please contact Tammi Alvey Thomas, Assistant Dean of Student Affairs, or go to <http://www.kpha-ky.org/>.

## V. Master of Science in Health Administration Program Information

The MSHA program has two tracks. The on-campus (evening) track is designed for entry-level and mid-career professionals seeking to achieve their personal career objectives within the healthcare industry. The 100% online track is designed for working professionals with at least 5 years of experience working in the healthcare industry.

### Program Mission, Vision and Values

#### Mission

To develop graduate students to serve in entry-level management positions in organizations across the healthcare continuum with leadership expertise in health administration.

#### Vision

To serve students from within the Commonwealth of Kentucky and across the United States through our excellence in teaching, service, and research.

#### Values

The Master of Science in Health Administration program embraces the following values in building future healthcare leaders in support of our mission and vision:

- **Caring:** We genuinely show concern for colleagues, students, and the community, demonstrating a commitment to compassion and respect towards one another on a perpetual basis.
- **Altruism:** We aim to make meaningful, positive differences for all others as we engage the community to improve population health.
- **Responsibility:** We hold ourselves accountable for acting professionally with integrity and embracing the diversity that exists within our program and community as we meet our mission.
- **Dedication:** We are dedicated to working as a team to support our vision and achieve

excellence through our teaching, service, and research.

- **Service-oriented:** We embrace a culture predicated on serving the needs of our students, colleagues, and our community to positively influence quality of life, career, and health outcomes.

### MSHA Evening Track

Our MSHA is designed to be completed in two years. Full-time and part-time options are available. MSHA courses are offered on our Health Sciences Center campus in downtown Louisville.

With the MSHA evening track, students can work as full-time employees and attend classes after 4:00pm, primarily Monday through Thursday with an occasional Friday class. This strategy allows students, who have little work experience, gain healthcare-related experience that can be listed on their resumes, thus making them more competitive for fellowships, internships, or employment opportunities post-graduation.

MSHA Evening Track students are required to complete a practicum experience (normally during the summer semester). The practicum is designed to expose students new to the health management field to working conditions in healthcare organizations between their first and second year.

Students must successfully complete the 57-credit hour curriculum, earn a passing grade in the MSHA Capstone Course, and have an overall 3.0 GPA in coursework to graduate from the program.

### MSHA Online (Executive) Track

UofL's online Master of Science in Health Administration (MSHA) is designed for aspiring healthcare executives with 5+ years of leadership role experience, who are looking to broaden their core healthcare management competencies and/or pursue career advancement applying the principles of population health management.

UofL's online master's in health administration prepares students to confidently lead healthcare organizations into the future. Implementing our reputable CAHME-accredited curriculum and taught by leaders in healthcare innovation, the online MSHA courses will explore broad principles and important influencers within top healthcare organizations, examine data-driven methods of strategic leadership and effective management, analyze external policy and healthcare environments that affect management, and more. Overall, the MSHA program builds on your experience and depends your understanding of processes, environments, structures, and strategies that are disrupting the industry as well as focusing on assessments that emphasize solving authentic, real-life challenges you face within your current role.

The MSHA Online Track allows students to learn on their schedule with flexible and 100% online courses. Students can complete the 57-hour credit curriculum in 2 years with 8-week terms (courses completed 2-3 at a time). Part-time enrollment is also available.

#### **Roles & Responsibilities of an Advisor and Mentor**

A faculty advisor is a full-time faculty member who has been assigned to help students successfully accomplish their academic goals and mentor the student to discuss life after graduation and what steps he/she can take to be successful in the professional world.

A faculty advisor also assists with the development of an academic plan that leads to successful graduation. A faculty advisor monitors the academic progress of students in their program. A faculty advisor assists students in developing a class schedule.

A faculty mentor not only provides students with advice on academics, but also offers support, wisdom, and respect throughout their years in school. Faculty mentors are also responsible for helping students apply their future aspirations to their current educational studies. The advisor's role is an active rather than a passive one and the process of advising requires the

following objectives to be met for each student assigned as an advisee:

- Help students define and develop realistic educational career plans through advising forms for each semester. Each student should have an up-to-date academic advising form/plan through to graduation.
- Meet with advisee during orientation to assist student with initial adjustment to university academic life. Special sessions should be scheduled throughout the first academic year.
- Meet at least once each semester with continuing students to plan for the coming semester (or summer) and to review/revise long range academic program plans.
- Assist students in planning a program consistent with their abilities and interests.
- Monitor progress toward educational/career goals and meet at least once each semester to review the progress toward completing the proposed academic program and to discuss grades and other performance indicators.
- Critique academic progress and performance in the current semester's classes. Recommend academic assistance, student consultation with instructor or dropping a course if needed.
- Discuss and reinforce linkages and relationships between instructional program and occupation/career.
- Have a thorough understanding of the curriculum, school requirements, course sequences, and requirements for a degree. The course catalogue, course schedule, and FERPA rules are all resources with which you should be familiar. When questions arise regarding policy or requirements, check the Graduate Catalogue (<http://louisville.edu/graduatecatalog>) or ask a colleague, your department chair, Student Services, or the Graduate School.
- Interpret and provide rationale for institutional policies, procedures, and requirements.
- Follow-up with the advisee on any report of unsatisfactory work (notice of class probation

for poor attendance, notice of failing grades, incomplete grades from past semester(s), etc.).

Special attention should be paid to students who are placed on academic probation/warning.

- Work with administration staff to approve all designated educational transactions (e.g., drops/adds, pre-registration/registration schedule, withdrawals, waivers, change of concentration/program and advisor, graduation requirements, etc.).
- Try to make informal out-of-class/office contacts to underscore personal interest in the student as an individual.
- Maintain an up-to-date Advising Portfolio, with a summary record of performance to date (grade reports, transcript, requirements completed, etc.), dates of conferences, notation of special circumstances, etc.
- Inform and, if necessary, refer students to other institutional resources when academic, attitudinal, attendance, or other personal problems require intervention by other professionals (e.g., Student Services, Graduate School, PLAN, Counseling Center, etc.).
- Proactively contact and be available for student advisees on a regular basis. Office hours should be posted on the advisor's office door and preferably given to the advisee early in the semester. Advisors should plan for extended hours during pre-registration advising. Respond to emails in a timely manner and indicate a sincere interest in your advisee's progress.
- Consult regularly with faculty colleagues in order to have up-to-date information.
- Follow and abide by FERPA (Family Educational Rights and Privacy Act) regulations.
- Notify the department chair if an advisee misses a scheduled appointment or is unprepared.

- Socialize students into the culture of the discipline, clarifying and reinforcing what is expected of a professional scholar.
- Introduce students to faculty, alumni, staff, and other graduate students who have complementary interests.
- Help students become full-fledged members of a profession, not just researchers.
- Model professional responsibility.
- Work with the student on developing schedules and meeting benchmarks.
- Keep track of the student's progress and achievements, setting milestones, and acknowledging accomplishments.
- Encourage students to try new techniques, expand their skills, and discuss their ideas. Provide support in times of discouragement as well as success.
- Be open and approachable --- particularly important when a student is shy or comes from a different cultural background.
- Share what you've learned as both a scholar and a member of a profession.
- Willingness to guide, instruct and assist students.
- Establish a positive working relationship with the student to promote confidence, student inquiry, focus, and discipline.
- When possible, include your student in some of the day-to-day tasks of your professional responsibilities.
- Regular communication.

By following these steps throughout the advising process, both the student and faculty advisor will achieve an effective and successful relationship in the effort to accomplish the goals of the student. The advisor will have helped guide and inspire the student to embrace their graduate studies and their future career in the professional world. The student will have the tools necessary to reach their full potential and be successful in their current and future endeavors.

The relationship between a mentor and the student develops over time. The roles and responsibilities of a faculty mentor include, but are not limited to:

### Responsibilities of an Advisee

The student advisee is a current or prospective student that intends to enroll at the university. All students, whether they are part-time or full-time, are assigned an academic advisor. It is important that the student advisee meets and introduces themselves to their advisor early in their college career.

For students, this program supports their goals and aspirations for future careers. It serves as a networking device to make contacts and prepare for the professional world. It not only allows the student to acquire a body of knowledge and skills, but also to gain perspective on how a discipline operates academically, socially, and politically.

The advisee is an equal partner in the advising/mentoring process. As an advisee you are ultimately responsible for your educational choices and decisions. You are expected to:

- Contact and schedule regular appointments with your advisor each semester as required or when in need of assistance.
  - Prepare for advising sessions and bring appropriate resources or materials. You are to maintain your own Advising Portfolio including your educational plan and other details.
  - Be organized and come prepared to your registration advising session with a planned schedule for the forthcoming semester.
  - Become familiar with the specific requirements for the degree program.
  - Become knowledgeable and adhere to institutional policies, procedures, and requirements.
  - Access and use ULink and Blackboard for academic updates, information updating, registration, and other purposes.
  - Read your UofL email and other important communications from the University, Department, and your advisor. Respond to all correspondence from faculty advisors.
  - Accept final responsibility for all decisions made and your graduation requirements.
- Reflect on strengths, weaknesses, and shortcomings. Create a plan to highlight strengths and overcome any obstacles.
  - Clarify personal values, abilities, interests, goals, and aspirations for academics and career.
  - Assess needs and set goals. They should be both realistic and measurable.
  - Ask questions if you don't understand.
  - Voice any concerns/issues you may have.
  - Commit the time and effort to the relationship with your advisor/mentor.
  - Have a positive attitude and open mind.

Request re-assignment of a different advisor when changing concentration/program. A Change of Concentration/Program Request form must be filed with Student Services.

### Course Registration

#### 502-852-6522

The University of Louisville [ULink](#) course registration system is available online. You will need your student ID number, password, and the four-digit number assigned to each course in order to add, drop, or exchange courses in ULink. Specific registration instructions will be listed in the Schedule of Courses each semester. Students are required to meet with their assigned Advisor prior to registration for assistance in course selection. If students have any questions about procedures, they should contact one of the following:

- Program Coordinator Senior, Pam Renner, (502) 852-2797
- Administrative Assistant, Jordan Fries, (502) 852-9349
- Program Director, Dr. Lee Bewley, (502) 852-2490

### Registration Holds

Registration holds will be placed on HMSS PhD student accounts for both Fall and Spring semesters until students have met with their advisors. There are no holds on Summer semester.

Fall Advising forms for HMSS MSHA existing students should be completed prior to the first day of

registration for the Fall semester (typically the end of March).

Ex: Fall 2018 registration for existing students opened on 3/27/2018.

Spring Advising forms for HMSS MSHA students should be completed prior to the first day of registration for the Spring semester (typically the beginning of November).

Ex: Spring 2019 registration for students opens 11/01/2018.

### **Applying for a Degree**

Students are responsible for completing an “Application for Degree” form online through ULink at the beginning of the semester in which they plan to graduate. After the online form is submitted, students will receive an online confirmation that it was successful. Students will also receive confirmation by email to their university account. Information regarding the status of the degree application will not be available until after the semester grades are in and a faculty advisor can review for approval. If you have any questions regarding eligibility or qualification of degree requirements, please contact your faculty advisor or the program coordinator senior. Future deadline dates can be found on the Graduate Academic calendar and the registrar’s [Degree Application Information](#) page.

**MSHA Evening Track Course Sequence**

<b>Evening Track MSHA Required Coursework 57 Credit Hours</b>	
<b>Semester</b>	<b>Course Title</b>
Fall I	PHMS-505 Governance and Management of Healthcare Organizations 3cr
	PHMS-681 Population Health Quantitative Methods 3cr
	PHMS-682 Population Health Information Management 3cr
	PHMS-680 Health Management Leadership Seminar 1cr
	PHMS-683 Healthcare Quality Management 3cr
<b>Semester total: 13</b>	
Spring I	PHMS-684 Project Management for Population Health 2cr
	PHMS-620 Healthcare Strategic Management 2cr
	PHMS-685 Healthcare Operations Management & Science 3cr
	PHMS-610 Health Policy & Analysis 3cr
	PHMS-509 Health Finance and Financial Management GRAD 3cr
	PHMS-686 MSHA Practicum Experience I 1cr
<b>Semester total: 14</b>	
Fall II	PHMS-615 Introduction to Health Systems 3cr
	PHMS-687 Managerial Accounting for Healthcare Managers 3cr
	PHPH-523 Public Health in the U.S. 3cr
	PHMS-662 Health Economics 3cr
	PHMS-688 Healthcare Marketing 2cr
	PHMS-691 MSHA Practicum Experience II 1cr
<b>Semester total: 14</b>	
Spring II	PHMS-689 Insurance & Alternative Payment Models 2cr
	PHMS-635 Health Law and Ethics 3cr
	PHMS-630 Human Resource Management 3cr
	PHMS-625 Population Health Management 3cr
	PHMS-690 MSHA Capstone Course 3cr
	PHMS-692 MSHA Practicum Experience III 1cr
<b>Semester total: 15</b>	

**MSHA Evening Track --- Choosing a Practicum Site Questionnaire****Choosing a Practicum Site- Questionnaire:**

(Due prior to the first day of Spring I registration. Approximately at the beginning of November)

Name:

Master of Science in Health Administration Faculty Advisor:

1. What areas of discipline interest you?
  - Information Technology
  - Quality
  - Strategy
  - Operations
  - Finance
  - Marketing
  - Human Resource
  - Contracting
  - Other: \_\_\_\_\_
  
2. What type of sites interest you for a practicum experience?
  - Non-Profit
  - Health Department
  - Hospital
  - Laboratory
  - Long Term Care
  - Group Practice/Practice
  - Insurance/Managed Care
  - VA/Federal/Military
  - Other: \_\_\_\_\_
  
3. What employers interest you for a practicum experience? Why?
  
4. What is the ideal practicum experience?
  
5. What do you hope to gain from the practicum experience?

**MSHA Online (Executive) Track Course Sequence**

Online (Executive) Track MSHA Required Coursework 57 Credit Hours	
Session (8-wk term)	Course Title
<b>I</b>	PHMS-505 Governance and Management of Healthcare Organizations 3cr
	PHMS-680 Health Management Leadership Seminar 1cr
	PHMS-681 Population Health Quantitative Methods 3cr
<b>Session total: 7</b>	
<b>II</b>	PHMS-682 Population Health Information Management 3cr
	PHMS-683 Healthcare Quality Management 3cr
<b>Session total: 6</b>	
<b>III</b>	PHMS-615 Introduction to Health Systems 3cr
	PHMS-684 Project Management for Population Health 2cr
<b>Session total: 5</b>	
<b>IV</b>	PHMS-509 Health Finance and Financial Management 3cr
	PHMS-620 Healthcare Strategic Management 2cr
<b>Session total: 5</b>	
<b>V</b>	PHMS-685 Healthcare Operations Management & Science 3cr
	PHMS-610 Health Policy & Analysis 3cr
<b>Session total: 6</b>	
<b>VI</b>	PHMS-687 Managerial Accounting for Healthcare Managers 3cr
	PHPH-523 Public Health in the U.S. 3cr
<b>Session total: 6</b>	
<b>VII</b>	PHMS-662 Health Economics 3cr
	PHMS-688 Healthcare Marketing 2cr
<b>Session total: 5</b>	
<b>VIII</b>	PHMS-689 Insurance & Alternative Payment Models 2cr
	PHMS-625 Population Health Management 3cr
<b>Session total: 5</b>	
<b>IX</b>	PHMS-635 Health Law and Ethics 3cr
	PHMS-630 Human Resource Management 3cr
<b>Session total: 6</b>	
<b>X</b>	PHMS-690 MSHA Capstone Course 3cr
	PHMS-694 Current Topics in Health Administration 3cr
<b>Session total: 6</b>	