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Graduate Health Professions Education

Master of Healthcare Administration



Student Handbook

ETSU College of Public Health

Celebrating Over 50 Years of Public Health Education

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WELCOME FROM THE DEAN

On behalf of the faculty and staff of the College of Public Health, it is my pleasure to welcome you to the Master of Healthcare Administration program at East Tennessee State University.

There has never been a better, nor more important, time to study health administration. The faculty of the College is committed to providing a world-class education, with a focus on assuring you acquire both the knowledge and the practical skills you need to effectively enter the workplace, or to pursue further Healthcare Administration education.

Your education, of course, is a collaborative process. As a starting point, I suggest you carefully review this Handbook, and understand its content. It provides detailed information on your opportunities and obligations regarding your Healthcare Administration education, and on our expectations of you. Additionally, I encourage you to be an active participant in the educational process. Interact with your faculty and your fellow students frequently and often. Ask questions and seek answers. It is undoubtedly true the more you put into your education the more you will get out of it.

We all look forward to working with you to achieve the most from your educational experience.

Best wishes,



Randy Wykoff, MD, MPH & TM
Dean, College of Public Health

USING THIS HANDBOOK

Welcome to the Master of Healthcare Administration program at East Tennessee State University! You are beginning a rewarding and challenging educational experience designed to prepare you for a bright future in promoting and protecting the public's health.

This MHA Student Handbook contains information needed to help make your progress through the program free of unexpected complications. If utilized regularly, it will assist you in understanding and applying the policies, procedures, and guidelines specific to your graduate professional program in the College of Public Health. The guidelines included herein supplement the East Tennessee State University [Graduate Catalog](#) policies and procedures, which continue to serve as your official sources of reference for all matters pertaining to your matriculation and graduation. However, neither the graduate catalog nor this handbook are substitutes for regular contact with your both your **Academic Advisor** and your **Departmental Professional Advisor (DPA)**.

Your successful matriculation through this program requires adherence to the policies, procedures, and regulations stipulated by the MHA program and the university. If you have any questions regarding these requirements or policies, please do not hesitate to contact me at huntjr1@etsu.edu.

Your success
is our passion!

Jennifer Hunt, MPH, CMRP (AHA-CC)

MHA Program Academic Advisor

VISION AND MISSION

EAST TENNESSEE STATE UNIVERSITY

Vision: Developing a world-class environment to enhance student success and improve the quality of life in the region and beyond.

Mission and Core Values: ETSU provides a student-centered community of learning, reflecting high standards and promoting a balance of liberal arts and professional preparation, and continuous improvement. The university conducts a wide array of educational and research programs and clinical services including a comprehensive Academic Health Sciences Center. Education is the university's highest priority, and the institution is committed to increasing the level of educational attainment in the state and region based on core values where:

PEOPLE come first, are treated with dignity and respect, and are encouraged to achieve their full potential; **RELATIONSHIPS** are built on honesty, integrity, and trust; **DIVERSITY** of people and thought is respected; **EXCELLENCE** is achieved through teamwork, leadership, creativity, and a strong work ethic; **EFFICIENCY** is achieved through wise use of human and financial resources; and **COMMITMENT** to intellectual achievement is embraced.

ETSU endorses the value of liberal education and provides enriching experiences in honors education, student research and creative activity, study abroad, service learning, and community-based education.

ETSU honors and preserves the rich heritage of Southern Appalachia through distinctive education, research, and service programs and is actively engaged in regional stewardship.

ETSU affirms the contributions of diverse people, cultures, and thought to intellectual, social, and economic development.

ETSU offers students a total university experience that includes cultural and artistic programs, diverse student activities, a variety of residential opportunities, and outstanding recreational and intercollegiate athletic programs.

ETSU awards degrees in over one hundred baccalaureate, master, and doctoral programs, including distinctive interdisciplinary programs and distance education offerings that serve students from the region and beyond.

COLLEGE OF PUBLIC HEALTH

Vision: The ETSU College of Public Health is the school of choice for students who want an exceptional educational experience in a world-class environment.

Core Values:

- **Altruism:** Nurture altruism and empathy;
- **Dignity:** Treat all people with unwavering dignity and respect;
- **Diversity and Inclusion:** Foster equity and diversity in an inclusive environment;
- **Excellence:** Advance excellence in teaching, scholarly activity and service to our communities and professions;
- **Innovation:** Nurture creativity and resourcefulness;
- **Integrity:** Adhere to the highest ethical standards of honesty and fairness;
- **Teamwork:** Foster a collaborative environment that is professionally and personally rewarding.

GOALS AND OBJECTIVES

The College of Public Health maintains several goals and objectives related to education, research, and service. A complete listing of the current Goals and Objectives for the College may be found [here](#).

STUDENT ADVISEMENT

NEW MHA STUDENT ORIENTATION

Before the first semester of the program, typically the week before classes begin, students are encouraged to attend **New MHA Student orientation**. This session will introduce students to the program and reinforce the activities required for successful matriculation. On-line students will receive this information electronically and are encouraged, but not required, to attend. Registration can be completed through [this form](#).

ACADEMIC & DEPARTMENTAL PROFESSIONAL ADVISOR

Upon admission to the MHA program, students will have a new advisement hold placed on their account. This hold will be removed once the student has met with the **MHA Academic Advisor** to create the initial program of study. Advisement appointments can be made [here](#).

The student will also be assigned a **Departmental Professional Advisor (DPA)** in their respective department to consult for career guidance and field experience location. The DPA will also serve as the student's instructor of record for their field experience.

MHA TIMETABLE

It is the student's responsibility to complete the requirements of their Program of Study, and file all appropriate forms, by the deadlines set by the School of Graduate Studies and the MHA Program. All forms involving the student's program matriculation must be signed by the MHA Academic Advisor. Required forms can be found online [here](#). Please use the following checklist to plan and monitor program progression.

Changing Concentrations

Students are able to submit a request for consideration to change concentrations. We encourage students to speak with both their Academic Advisor and their Departmental Professional Advisor (DPA) or Department Chair prior to submitting the request. Students may submit a request to change concentrations through [this link](#). Students **must submit** a personal statement **addressing the following questions** in their statement:

1. Reason/s why the student is requesting to change from the current concentration
2. Reason/s why requested concentration is a better fit than current concentration
3. Meetings held with DPA and/or Department Chair to discuss change

The student's current transcripts and SOPHAS application materials will be sent to the admissions committee for review and that it may take up to 2 weeks to receive a decision on the request. Additionally, changing a student's current concentration could impact the time requirement for degree program completion. Any questions regarding the process should be directed to the **Academic Advisor**.

MHA PROGRAM PLANNING CHECKLIST (Full Time)

Requirement	Recommended Timeline	Completed	Important Notes
If offered, formally accept Graduate Assistantship or Tuition Scholarship	Prior to First Semester		If offered a GA or TS, file Employment Application with Graduate School
Assigned a Department Professional Advisor (DPA)	Beginning of First Semester		Confirm DPA by the end of the first semester of enrollment. The Department Chair of the student's respective department will assign the student a DPA for their duration in the MHA Program.
Approve plan for Field Experience	Third Semester		Complete the electronic Application for Field Experience .
Make final plans for graduation	Beginning of Fourth Semester		File an Intent to Graduate form with School of Graduate Studies by the 2 nd week 2 semesters prior to your graduation.
Complete Field Experience	Third or Fourth Semester		The Field Experience is typically completed in the last semester(s) of the program. Make sure that you meet all requirements as stated in Graduate Field Experience Guidelines .
Complete Exit Survey	Upon Graduation		Complete the Exit Survey

Student Learning Outcomes

The learning outcomes listed below are explicitly prescribed by the [Council on Education for Public Health](#), the accrediting agency of schools of Public Health.

At the completion of this program, the student is expected to:

1. Apply epidemiological methods to the breadth of settings and situations in public health practice.
2. Select data collection methods appropriate for a given public health context.
3. Analyze data using biostatistics, informatics, computer-based programming, and software, as appropriate.
4. Interpret results of data analysis for public health research, policy or practice.
5. Compare the organization, structure, and function of health care, public health, and regulatory systems across national and international settings.
6. Assess population needs, assets, and capacities that affect communities' health.
7. Apply awareness of cultural values and practices to the design or implementation of public health policies or programs.
8. Design a population-based policy, program, project or intervention.
9. Explain basic principles and tools of budget and resource management.
10. Select methods to evaluate public health programs.
11. Discuss multiple dimensions of the policy-making process, including the roles of ethics and evidence.
12. Propose strategies to identify stakeholders and build coalitions and partnerships for influencing public health outcomes.
13. Apply principles of leadership, governance and management, which include creating a vision, empowering others, fostering collaboration and guiding decisions.
14. Apply negotiation and mediation skills to address organizational or community challenges.
15. Select communication strategies for different audiences and sectors.
16. Perform effectively on interprofessional teams (teams and teamwork, values and ethics).
17. Apply systems thinking tools to a health issue.
18. Apply legal and ethical principles to issues of health services management and policy analysis.

19. Apply principles of strategic planning and marketing in health services organizations.
20. Apply quality and performance improvement concepts and tools to address organizational performance.
21. Apply principles of human resources management in health services organizations.
22. Apply key principles of accounting and financial management in health services organizations.
23. Utilize analytical methods and informatics resources to investigate health and health services.
24. Discuss main components and issues of the organization, financing and delivery of health services in the U.S.
25. Demonstrate written and oral skills for communicating health policy and management issues with different audiences.
26. Leverage health data and leadership skills to facilitate/inform organizational or community change.

Course	Competencies Addressed
• HSMP 5040	<ul style="list-style-type: none"> • Assess population needs, assets and capacities that affect communities' health • Discuss multiple dimensions of the policy-making process, including the roles of ethics and evidence • Propose strategies to identify stakeholders and build coalitions and partnerships for influencing public health outcomes • Perform effectively on interprofessional teams (teams and teamwork, values and ethics) • Apply systems thinking tools to a health issue • Compare the organization, structure and function of health care, public health and regulatory systems across national and international settings
• HSMP 5050	<ul style="list-style-type: none"> • Apply principles of strategic planning and marketing in health services organizations • Apply key principles of accounting and financial management in health services organizations • Discuss main components and issues of the organization, financing and delivery of health services in the U.S.
• EPID 5100	<ul style="list-style-type: none"> • Apply epidemiological methods to the breadth of settings and situations in public health practice • Select data collection methods appropriate for a given public health context • Analyze data using biostatistics, informatics, computer-based programming and software, as appropriate • Interpret results of data analysis for public health research, policy or practice
• HSMP 5150	<ul style="list-style-type: none"> • Explain basic principles and tools of budget and resource management • Apply key principles of accounting and financial management in health services organizations • Discuss main components and issues of the organization, financing and delivery of health services in the U.S.
• HSMP 5200	<ul style="list-style-type: none"> • Design a population-based policy, program, project or intervention • Apply principles of leadership, governance and management, which include creating a vision, empowering others, fostering collaboration and guiding decision making • Apply negotiation and mediation skills to address organizational or community challenges • Apply awareness of cultural values and practices to design or implementation of public health policies or programs • Explain basic principles and tools of budget and resource management • Select communication strategies for different audiences and sectors • Select methods to evaluate public health programs
• HSMP 5300	<ul style="list-style-type: none"> • Apply legal and ethical principles to issues of health services management and policy analysis • Apply quality and performance improvement concepts and tools to address organizational performance • Leverage health data and leadership skills to facilitate/inform organizational or community change
• HSMP 5400	<ul style="list-style-type: none"> • Analyze data using biostatistics, informatics, computer-based programming and software, as appropriate

Course	Competencies Addressed
	<ul style="list-style-type: none"> • Apply legal and ethical principles to issues of health services management and policy analysis • Utilize analytical methods and informatics resources to investigate health and health services • Leverage health data and leadership skills to facilitate/inform organizational or community change
<ul style="list-style-type: none"> • HSMP 5525 	<ul style="list-style-type: none"> • Discuss main components and issues of the organization, financing and delivery of health services in the U.S. • Demonstrate written and oral skills for communicating health policy and management issues with different audiences
<ul style="list-style-type: none"> • HSMP 5530 	<ul style="list-style-type: none"> • Compare the organization, structure and function of health care, public health and regulatory systems across national and international settings • Discuss multiple dimensions of the policy-making process, including the roles of ethics and evidence • Apply legal and ethical principles to issues of health services management and policy analysis • Demonstrate written and oral skills for communicating health policy and management issues with different audiences
<ul style="list-style-type: none"> • HSMP 5535 	<ul style="list-style-type: none"> • Discuss multiple dimensions of the policy-making process, including the roles of ethics and evidence • Discuss main components and issues of the organization, financing and delivery of health services in the U.S. • Demonstrate written and oral skills for communicating health policy and management issues with different audiences
<ul style="list-style-type: none"> • HSMP 5550 	<ul style="list-style-type: none"> • Apply legal and ethical principles to issues of health services management and policy analysis • Apply principles of strategic planning and marketing in health services organizations • Apply quality and performance improvement concepts and tools to address organizational performance • Apply principles of human resources management in health services organizations • Apply key principles of accounting and financial management in health services organizations
<ul style="list-style-type: none"> • HSMP 5700 	<ul style="list-style-type: none"> • Apply legal and ethical principles to issues of health services management and policy analysis • Apply quality and performance improvement concepts and tools to address organizational performance • Apply principles of human resources management in health services organizations • Discuss main components and issues of the organization, financing and delivery of health services in the U.S. • Demonstrate written and oral skills for communicating health policy and management issues with different audiences
<ul style="list-style-type: none"> • HSMP 5590 	<ul style="list-style-type: none"> • Apply principles of strategic planning and marketing in health services organizations • Leverage health data and leadership skills to facilitate/inform organizational or community change

Course	Competencies Addressed
<ul style="list-style-type: none"> • HSMP 5950 	<ul style="list-style-type: none"> • Interpret results of data analysis for public health research, policy or practice • Apply principles of strategic planning and marketing in health services organizations • Discuss multiple dimensions of the policy-making process, including the roles of ethics and evidence • Apply awareness of cultural values and practices to design or implementation of public health policies or programs • Propose strategies to identify stakeholders and build coalitions and partnerships for influencing public health outcomes • Select communication strategies for different audiences and sectors • Apply systems thinking tools to a health issue • Leverage health data and leadership skills to facilitate/inform organizational or community change

THE FIELD EXPERIENCE

All graduate students in the MHA Program are required to complete a **Field Experience**, in accordance with the requirements of their chosen concentration and professional or academic goals. Consider a choice of a field experience carefully, involving the *Academic Advisor* and the *Departmental Professional Advisor (DPA)* in the process.

The MHA degree has historically provided professional preparation for those who will practice in a health administration setting. As such, the field experience, or practicum, has always played an important role in integrating classroom instruction with real-life experience in most health administration educational programs.

The Field Experience provides up to three graduate hours of credit and on-the-job training. In a **minimum of 300 contact hours** it provides an opportunity to assess how health administration theory is being used in the practice setting and what skills and competencies are required to prepare for a career in the field.

The **MHA Academic Advisor** will help guide a student's academic progress. The **Departmental Professional Advisor (DPA)** will be responsible for oversight and coordination of the **Field Experience**. Students are encouraged to meet with both the Academic Advisor and the DPA on a regular basis.

Students with at least three years of full-time supervisory/managerial experience in health administration may be eligible for exemption from the field experience as well as HSMP 5700. Exemption request approval decisions are made by the MHA Operations Committee. Contact the MHA Program Coordinator & Advisor for more information.

Application Deadlines are as follows:

- **Second Friday in February for following summer**
- **Second Friday in March for following fall semester**
- **Second Friday in October for following spring semester**

GRADUATION

Candidates for the MHA degree must complete all the requirements pertaining to the degree and the University as stipulated in the Graduate Catalog and explained in this handbook. Regular contact with the MHA Academic Advisor, at least once or twice a semester, can ensure a student is on schedule in the program. In addition, students are encouraged to keep a checklist of requirements as they matriculate, and record progress.

Students must maintain a GPA at 3.0 or above. This is the minimum GPA for the MHA degree and students will not be allowed to graduate with anything lower.

It is important to be aware of deadlines for submission of forms and products of the field experience.

Missed deadlines usually translate into delayed graduation.

Unless students have completed all the requirements for graduation in the previous semester, students must be enrolled in the semester in which they will graduate. The one credit course, HSMP Readings and Research, will fulfill this requirement.

Finally, make plans to procure the appropriate graduation regalia for the ceremony and invite family and friends to share in the joy of your accomplishment!

GRADUATE CERTIFICATE PROGRAMS

In addition to the MHA program of study, separate Graduate Certificates are also available. Many students find it useful to complement their MHA degree with a Graduate Certificate. Students may obtain certificates in Biostatistics, Epidemiology, Gerontology, Global Health, Public Health, Rural Health, and Data Analytics. For information on these Graduate Certificates, including [application requirements](#), see the College of Public Health [Graduate Certificate Programs](#) page.

In order to take full advantage of these programs of study, it is recommended that students enroll in the Certificate and the MHA program concurrently. Students are limited to 9 credits of shared coursework. Students who begin their graduate work by taking a Graduate Certificate may transfer earned credits (B or better grade). Students who have begun work on their MHA degree may not transfer credits into a Certificate in the same concentration as the degree.

CREDIT HOUR RESTRICTIONS

MINIMUM AND MAXIMUM SEMESTER CREDIT HOURS

A full academic load for graduate students is 9 to 15 credit hours per semester. If a student wishes to take over 15 credit hours they must obtain the approval from the MHA Program Advisor and the Dean of the School of Graduate Studies. Note that taking under the minimum 9 credits (6 credits in the summer) is considered less than full time and may jeopardize any financial assistance received from the university or legal status as a student if they are on an international student visa.

ONLINE COURSES AND CREDITS – LIMITED FOR INTERNATIONAL STUDENTS

Students may take both online and on-ground courses to complete the requirements of their program(s) of study. Domestic students are not limited in the number of online courses they may take. Due to U.S. Homeland Security regulations, however, on-site international students may take *only one online course in the first 9 credit hours of any semester*. After adding an additional on-ground course, the number of online courses for that semester is unrestricted.

ASSISTANTSHIPS AND OTHER FINANCIAL AID

The College of Public Health has a limited number of positions to support graduate studies. Many MHA students successfully obtain a *Graduate Assistantship (GA)* or a *Tuition Scholarship (TS)* in other departments across campus. More information can be found online at the [Graduate Studies website for Assistantships and Scholarships](#). If students are awarded either of these stipends, they should be sure to familiarize themselves with the related requirements and obligations as stated in the online [GA and TS Handbook](#). All international students who receive a GA or TS must take an Oral Proficiency Interview (OPI) upon their arrival at ETSU.

POLICIES AND PROCEDURES

CLASS ATTENDANCE AND PARTICIPATION

Class attendance has a high correlation with academic success. It is expected students will make every reasonable effort to *attend* all class meetings and *participate* regularly in the learning activities of each course, providing the course instructor with a reason for any absence. For online students this includes timely completion of all class assignments and full participation in required personal or group communication. Failure to attend class regularly or to participate fully in course activities can negatively affect student evaluations in a course, final course grades, financial aid, and ultimately graduation from the program.

In keeping with University policy, students may not *enroll* in a course after the late add date coinciding with the University census (approximately two weeks into the semester) without the approval of the Course Instructor, the Department Chair, and the Dean of the College. In addition, any absence by a regularly enrolled student of more than two weeks must be approved by the Instructor. Failure to obtain this approval may affect the student's grade in the course.

In order to reduce disruption of instruction, students who attend class meetings late may be barred from entry into the classroom at the instructor's prerogative.

Due to the special considerations and needs of a given course, an instructor may have an individual attendance policy stricter than the Program policy. All course policies shall be stated in the course syllabus made available to students.

The University policy regarding class attendance can be found [here](#).

CANCELLATION OF CLASSES DUE TO INCLEMENT WEATHER

It is recommended you sign up for emergency alerts using [this link](#). Notification of cancellation of classes for the ETSU campus due to extreme conditions will be aired over WETS 89.5 FM and other area radio stations on the day of cancellation. Often, instructors will post such announcements on the *Desire2Learn* instructional system, as well. The official University Inclement Weather Policy is provided [here](#).

ONLINE CLASSES AND THE *Desire2Learn*® COMPUTER-ASSISTED INSTRUCTIONAL DELIVERY SYSTEM

Desire2Learn is a system that allows for courses to be taught online either exclusively or in conjunction with traditional classroom instruction. It allows instructors to post assignments, give tests, post grades, and make additional course material available—all in a user-friendly computer-assisted instructional interface. It also allows students to retrieve their assignments, submit their work, take tests, view their grades, and communicate with the instructor(s) and classmates. In order to access the benefits of this system, students must use their @etsu.edu accounts. For more information about learning online at ETSU, see the [D2L support website](#).

GRADING SYSTEM

Letter grades are assigned for graduate credit. Students will not be granted credit for grades of less than "C". The letter grades of "S" (Satisfactory Completion), "SP" (Satisfactory Progress), and "U" (Unsatisfactory) are given for Readings and Research, Capstone Projects, Thesis, and Dissertation. A grade of "S" carries graduate credit and indicates satisfactory completion of the course. Each program must specify the number of hours required for Thesis/Dissertation. Degree completion requires an "S" on the most recent hours associated with Thesis/Dissertation or Readings and Research. "SP" indicates progress toward project or research completion, but carries no credit. This grade does not affect the student's GPA. Students who receive an "SP" must, in subsequent semesters (including summer), enroll in additional hours of Thesis/Dissertations or Readings and Research until the requirements are completed. The "U" grade carries no credit and indicates unsatisfactory progress toward research or project completion. Students who receive a "U" must enroll for the course the following semester, including summer. The "U" is equivalent to an "F". The first "U" does not affect the GPA; however, all subsequent "U" grades will convert to an "F" and will be figured into the GPA. Grades given in the School of Graduate Studies carry the following meaning and quality points:

Grade	Meaning	Quality Points per Hour
A	Clear Excellence	4.0
A-		3.7
B+		3.3
B	Satisfactory Performance	3.0
B-		2.7
C+		2.3
C	Minimum Passing Grade	2.0
F	Failed	0
S	Satisfactory	0
SP	Satisfactory Progress	0
U	Unsatisfactory	0
W	Withdrawal	0
WF	Withdrawal Failing	0
AU	Audit	0
I	Incomplete	0
NR	Not Reported	0

To remain in good standing, a graduate student must maintain an overall grade point average of 3.0 or better. All graduate course grades earned at East Tennessee State University by a student will be used in computing the grade point average. An overall average of 3.0 is required for graduation.

RESOLVING ACADEMIC CONCERNs

All students at this University have the right to appeal a final course grade. Many issues may be resolved with

the assistance of MHA Advisor or the Department Chair. The student also may pursue the formal process as detailed under the [Grade Appeal Process](#) on the School of Graduate Studies website.

A *grievance* not related to a final course grade should be discussed directly with the faculty member(s) involved as a first course of action. If the student is not satisfied with the outcome, the following successive steps are to be utilized:

- Present the grievance in writing to the *Petitions Committee*.
- If unsatisfied with the decision, present the grievance in writing to the Chair of the Department of the student's concentration.
- If still unsatisfied, present the grievance in writing to the Associate Dean for Academic Affairs of the College of Public Health.
- The final appeal, if necessary, shall be directed to the Vice President for Health Affairs, who has the final administrative decision-making authority for this division.

ACADEMIC MISCONDUCT

Students are expected to abide by the ETSU Honor Code and to act with honor, integrity, and civility in all matters. The course instructor has the primary responsibility for maintenance of academic integrity. Students guilty of academic misconduct, either directly or indirectly, through participation or assistance, are immediately responsible to the course instructor. Any form of academic misconduct (plagiarism, cheating, etc.) is subject to disciplinary action. Sanctions for a violation may vary with the severity of the offense. The instructor may reduce a grade up to and including assignment of an "F" or a zero ("0") for the exercise/examination or an "F" in the course. If a sanction is imposed then the instructor must begin the academic misconduct procedures and notify both the student and the Dean/Designee. Students may appeal a grade assignment associated with a finding of academic misconduct, as distinct from a student disciplinary or grade appeals process, through the University's Academic Misconduct Procedures. The student will not be subjected to any form of pressure to coerce admission of guilt or information about his/her conduct or that of others.

- **Academic Misconduct** - Any act of dishonesty in academic work in or out of the classroom. Includes plagiarism, cheating, and/or fabrication.
- **Business Day** - A day that University offices are open for business on the main campus in Johnson City, Tennessee.
- **Cheating** - Using or attempting to use unauthorized materials, information, or aids in any academic exercise, assignment, test, or examination.
- **Fabrication** - Unauthorized falsification or invention of any information or citation in an academic exercise.
- **Instructor** - The responsible party of record for a course. Also includes any authorized official with responsibility for a program or activity.
- **Plagiarism** - The adoption or reproduction of ideas, words, statements, images, or works of another person as one's own without proper attribution. Henry Campbell Black defines plagiarism as "The act of appropriating the literary composition of another, or parts of passages of his writing, or the ideas or language of the same, and passing them off as the product of one's own mind" (Black's Law Dictionary, West Publishing Company, St. Paul, Minnesota, 1968, p. 1308). In other words, plagiarism involves using someone else's words or ideas without giving proper credit to the original author. Even if one does not copy the words exactly or even if one copies only a small part of someone else's work, one must cite the name of the original author and provide a reference to that person's work (e.g., title of work, year of publication, and name of publisher) using a format based on the publication manual of a nationally recognized scholarly association, such as the American Psychological Association or the Modern Language Association. These standards apply to print and non-print media and include the

Internet. This may include self-plagiarism or the student recycling their own previous work for submission in another assignment without the student gaining express written and advanced approval from the instructor to re-use/re-appropriate their own work.

- **Sanction(s)** -Penalty assigned for a violation. For the purposes of this policy, the deduction of any points/reduction in grade, including the ability to resubmit an assignment with a reduced cap in available points, is considered a sanction. A full listing of all possible sanctions that could be recommended by a Dean/Designee through a hearing board is available in the Student Code of Conduct.
- **Teachable Moment** – Situation in which the instructor decides to discuss the alleged misconduct with the student and issue a verbal warning. No sanction is applied and the issue is considered closed.
- **UAPA** - All cases which may result in (a) suspension or expulsion of a student, or student organization, from the institution, for disciplinary reasons or (b) revocation of registration of a student organization, are subject to the contested case provisions of the Uniform Administrative Procedures Act (UAPA), TCA § 9-8-01 et seq., and shall be processed in accord with the Uniform Contested Case procedures unless the student or organization, after receiving written notice, waives those procedures and elects to have the case disposed of in accord with institutional procedures or waives all right to contest the case under any procedure.

Committing any of these acts, or helping others to do so, will result in disciplinary sanctions including loss of credit for an assignment, failing the course, or removal from the program. For a full description of the university policy on Academic Misconduct, including details of possible sanctions, consult the section on [Academic and Classroom Misconduct](#) in the ETSU graduate catalog. Please also refer to [the ETSU Honor Code](#).

OFFICE HOURS OF FACULTY

Faculty members welcome the opportunity to confer with students and post regular office hours set aside to assist students. Although it is possible to “drop by” during their posted office hours, scheduling an appointment by calling or emailing ensures you will have uninterrupted time to discuss concerns.

OTHER UNIVERSITY POLICIES

Other important policies are found on the School of Graduate Studies [Policies and Procedures](#) web page.

COLLEGE AND UNIVERSITY RESOURCES AND SERVICES

ADULT, COMMUTER, and TRANSFER SERVICES (A.C.T.S.)

Adult, Commuter & Transfer Services exists to serve the special needs of ETSU's Adult, Commuter and Transfer Student population. As part of the Division of Student Affairs, A.C.T.S. views the quality of the student experience in and of itself as a critical outcome of an East Tennessee State University education. In serving Adult, Commuter and Transfer Students, the A.C.T.S. office is a focal point for information, academic and career advisement, assistance, advocacy and support. Students benefit through personalized referrals and an increased ability to access University resources and events.

BOOKSTORES

The University Bookstore and Neebo carry a supply of new and used textbooks, paperbacks, gift items, school and office supplies, art and engineering supplies, stationery and greeting cards, health and beauty aids, and computer supplies. The University Bookstore relocated off-campus to 824 West Walnut Street due to the D.P.Culp Center renovation and is open Monday-Friday 7:45 am – 4:30 pm., phone 423-439-4436.

COUNSELING CENTER

The Counseling Center provides a variety of personal services, including drop-in consultations, crisis referrals, ongoing individual and couples therapy, group therapy and psychiatry. We also provide outreach programs in mental health and wellness, as well as serve as a training facility for graduate students in counseling, social work and psychology. Most of our services are FREE for currently enrolled ETSU students. We do charge a small fee for psychiatric services. The Counseling Center has relocated due to the renovation of the D.P. Culp Center to the third floor of Nell Dossett Hall. Call 423-439-3333 to make an appointment.

Bucky's Food Pantry is an additional service offered through the Counseling Center. If you need supplemental food to get you through the week or month, just fill out a form and email it to foodpantry@etsu.edu or bring it to the food pantry when it is open. Volunteers will make sure you receive a package of food within eight hours. Clients may use the food pantry up to twice in one month. If you need further assistance, you will be referred to one of our agency partners. Bucky's Food Pantry is located in the Main Central Receiving Warehouse near the Buc Ridge Apartment Complex, with a stop on the Gold route.

DEPARTMENT of PUBLIC SAFETY

The East Tennessee State University Department of Public Safety is a professional law enforcement agency dedicated to the protection of East Tennessee State University and its diverse community. The Department Police Chief, a force of twenty officers, and six dispatchers serve the campus community 24 hours a day. The Department of Public Safety is located at 1043 Jack Vest Drive, at the entrance of the University from University Parkway. The **emergency** telephone number is 423-439-4480 (or Dial 9-4480 or 9-911 from an on-campus landline). The telephone number for the administrative offices is 423-439-6900.

DISABILITY SERVICES

East Tennessee State University admits students without regard to disabling conditions. The

university is committed to making physical facilities and instructional programs accessible to students with disabilities. The university's policy regarding admission and access prohibits discrimination on the basis of disability. ETSU makes reasonable accommodations to meet the needs of students with disabilities in the university setting.

[Disability Services](#) coordinates accommodations and services designed to provide access for students with disabilities. While students are not required to disclose disability information during the admissions process, students are encouraged to contact Disability Services for information as soon as they consider enrolling at ETSU. Disability Services can help students arrange accommodations for campus visits and answer questions about accommodations and services. For more information, applicants can contact Disability Services at 423- 439-8346.

INFORMATION TECHNOLOGY SERVICES

Computer resources at East Tennessee State University are available to authorized students, faculty, staff, and off-campus constituents. All students receive an e-mail account when they are admitted into the program. This account allows access to many computer resources on campus, as well as the *Desire2Learn* Instructional system. More information can be found at the [ITS Help Desk](#) or by emailing itshelp@etsu.edu.

INTERNATIONAL PROGRAMS and SERVICES

Assistance is available to meet the special needs of new and current international students in [International Programs and Services](#). The international student advisor acts as a liaison among the university, the local community, the international student organization, and selected community agencies. International Programs is located on campus at 122 Yoakley Hall or by calling 423-439-7737.

PROFESSIONAL ORGANIZATIONS AND ASSOCIATIONS

Academic, professional and social experience at ETSU will be enriched by involvement in professional organizations and associations. The College of Public Health's Student Organizations may be [found here](#). ETSU affiliated student organizations may be found [here](#).

TRANSPORTATION

The university operates multiple free transportation systems, from the use of bicycles to the BucShot shuttle service linking parking lots on the perimeter of the campus with main academic and administrative buildings. Operation hours are scheduled during peak class periods as well as in conjunction with selected major campus events. Schedule, route, and other details are available at various locations on campus. Contact the [Department of Sustainability](#) for more information.

Public transportation on Johnson City Transit buses is provided free of charge for ETSU students, faculty, and staff presenting their school identification cards. In addition, you may bring your bicycle onto any Johnson City Transit bus, with newer busses equipped with external bicycle racks. See the [Johnson City Transit](#) website for details and maps of the areas served.

UNIVERSITY CAREER SERVICES

The [University Career Services](#) office has relocated to the first floor of Nell Dossett Hall due to the D.P.Culp Center renovation. We prepare students and alumni for success in your

job search, with a focus on career decisions that match your personal skills, interests, and work values. Call 423-439-4450 for more information.

UNIVERSITY HEALTH CENTER and CLINICS

The [University Health Center](#), located in the lower level of Roy S. Nicks Hall, is open Monday-Friday, 8 a.m. – 4:30 p.m. Medical care is provided by Board Certified Licensed Nurse Practitioners and BSN Registered Nurses who will provide you with professional health care for a happy, healthy experience at ETSU! The clinic is staffed by an experienced Executive Director, a Center Manager, Nurse Practitioners, Registered Nurses, and Patient Care Representatives.

The [Dental Hygiene Clinic](#), located in room 71 of Lamb Hall, is open to the public with clinic hours scheduled to coincide with each academic semester. Initial appointments provide the patient with a thorough patient assessment (check-up) after which the patient will be assigned to a student for cleaning at a later time. Contact the clinic receptionist at 423-439-4497 to make an appointment.

The [Speech and Hearing Clinic](#) is located in Lamb Hall, room 363, and provides clinical services to individuals having speech, language, or hearing problems. Qualified students under the supervision of certified faculty perform evaluation and treatment procedures for a nominal fee. Call for an appointment, 423-439-4355.

UNIVERSITY LIBRARIES

The [Sherrod Library](#) is the central library of the university containing the major learning resources supporting the university's program of teaching and research. The library collection includes over one-half million volumes, more than one million microforms, 3,400 current periodical subscriptions, a large collection of federal and state documents, a map section, archives, and special collections.

The [Medical Library](#) is located on the Veterans Affairs Medical Center campus in Building #4 at the corner of 4th and Maple streets and offers a full range of learning and research resources.

VETERANS AFFAIRS

The Office of Veterans Affairs responds to the needs, problems, and questions of students eligible for educational assistance benefits under all chapters of the G.I. Bill, Title 38, United States Code. The [Office of Veterans Affairs](#) is located in room 101-A of Burgin Dossett Hall, phone 423-439-6819 and Yoakley Hall 005A, 004.