COLLEGE OF HEALTH AND HUMAN SERVICES

GRADUATE STUDENT HANDBOOK

2014-2015

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CHHS Mission Statement
Through the integration of research and education, the College of Health and Human Services (CHHS) prepares students to be leaders in their professions, organizations, and communities.

CHHS Philosophy
The College of Health and Human Services values a sound general education that enables students to develop analytical and creative thinking and to make well-founded ethical decisions. Graduates will practice in a variety of roles in settings that are complex, multi-cultural, and international. The college encourages diversity in its student body and provides interdisciplinary and innovative professional education that is well grounded in philosophy, science, and technology.

The college embodies a learning community where faculty and students share the responsibility for learning and where education occurs in student and faculty interaction within and beyond the walls of the college. The faculty are actively engaged in research and scholarship, linking the academy and the world through interdisciplinary activities and contributing to the development of knowledge and excellence in professional practice.

Mission of the Department of Health Administration and Policy
The mission of the Department of Health Administration and Policy (HAP) is to provide innovative education and research that contributes to improving health and human systems and the quality of life and health for those they serve across the life span. The Department prepares working professionals and those who aspire to careers in health systems and organizations to work as administrators, health technology officers, data security managers, and health policy analysts.

The research and scholarly activities of the department contribute to basic and applied knowledge about the organization, management, financing and performance of U.S. health systems and public health services, the development and management of health information systems and the development and analysis of US health policy to foster innovation, public accountability and contribute to ensuring access to cost effective, high quality health services and evidenced based health policy. The Department works with consumers, stakeholders, students, faculty, alumni, research funders, and the community to ensure rigorous, relevant educational programs (including post-graduate professional development), service activities, and the development and timely dissemination of research.

Department Vision and Values
The Department seeks to provide academic programs and research that contributes to applied knowledge about effective management, organization, regulation and financing of public and private health service systems and health information systems and address cross-cutting national and regional issues and needs in public/population health. The academic mission is guided by these values and the philosophy that future health and social system leaders will require business and management competencies, communication skills, and political acumen to meet challenges in ethical management and leadership, as well as quantitative and critical thinking skills to prepare them to develop effective, efficient, accountable health and human service organizations and systems.
The Department works with students, faculty, alumni, research funders and the community to ensure rigorous, relevant academic programs (including post graduate professional development), professional and community service and the development and timely dissemination of health services research.

The mission of the Department is implemented through operational goals and objectives in three areas: education (implementation of academic programs), research (implementation of a program of health services research) and service (professional and community service). The goals of the Department, in support of its mission are to:

Provide students with the knowledge, skills, and values to be competent health system managers; conduct health services research that focuses on health and human service systems and health policy to improving the quality of life and health for all; and to serve as a resource for health service organizations, health systems and public health policy and professional entities through service activities and outreach.
Section I – HAP Graduate Program Information

MHA, Health Systems Management (MHA HSMG)

46 credits

There are three concentrations in the MHA in Health Systems Management program which is designed to prepare graduates with state-of-the-art technical and humanistic skills to serve as leaders, managers, and consultants, in a variety of organizations: public and private health care systems, health management and consumer organizations, health accreditation / regulatory organizations, senior housing agencies, and health services research organizations. The curriculum integrates concepts selected from a variety of disciplines including business management, economics, philosophy, organizational behavior, information technology, social psychology, public policy, law, and ethics as they uniquely apply to health systems. The curriculum is designed for experienced, working professionals with a track record of academic and professional success. Class expectations are rigorous and require students to manage the learning of technically complex material at a fast pace. Students also are expected to possess basic computer skills.

MHA, Health System Management Degree Concentrations

- Executive Management (EMGT)
  The MHA in Executive Management prepares healthcare professionals with strategic, business, analytic and decision-making skills and the healthcare industry and operational knowledge needed to navigate the evolving healthcare industry. This program is accredited by the Council on Accreditation of Health Management Education. The United States Department of Education (DOE) and Council on Higher Education Accreditation (CHEA) has granted formal recognition to CAHME as the only organization to accredit master's level healthcare management programs in the United States and Canada.

  The curriculum is designed to develop student proficiency in the Executive Competencies necessary for future success in mid and executive-level management in a variety of roles located in health-related organizations (hospitals, consulting, and regulatory entities, medical practice groups, ambulatory clinics, managed care organizations, and assisted living/senior housing communities) in public or private health sectors.

- Physician Practice Management (PPM)
  This concentration provides the future/current physician practice management professional with the knowledge, skills and ability to successfully establish and manage a contemporary medical practice/clinical enterprise. Upon completion of this concentration, graduates will be prepared didactically to enter the professional arena of physician practice management.

- Risk Management and Patient Safety (RMPS)
  This concentration prepares individuals with advanced skills in health related risk assessment, management and safety improvement in health care organizations and to gain in-depth knowledge to function effectively as Healthcare Risk Managers.
Master’s International Joint Program with the Peace Corps
The Master’s International (MI), a joint program of Peace Corps and George Mason University, enables participants to prepare for Peace Corps Volunteer service while earning the MHA in Health Systems Management. Participants apply separately to the Peace Corps and George Mason University to be accepted into the program. Three semester hours will be earned as internship credits for the overseas Peace Corps Service.

MS, Health and Medical Policy (MS HMP)
42 credits
This program prepares students to become health and medical systems policy analysts, consultants, and public health advocates in the US. It provides students with the knowledge, skills and abilities needed for national and international health systems planning and decision-making and to support policy formulation, resource allocation, and advocacy for health and medical professionals and health systems.

MS, Health Informatics (MS HINF)
34-36 credits
This graduate degree program prepares students to become health information systems specialists, managers and consultants in health information technology firms, health care organizations and their business partners as well as public health entities. Graduates of the program will be familiar with emerging technologies and be prepared to adopt and manage evolving health information systems.

Graduate Certificates

Health Informatics and Data Analytics (CERG HIDA)
15-22 credits
This certificate prepares clinicians and health care managers, as well as information technology (IT) professionals, to develop and manage health information technology systems. Certificate course work stresses the impact of technology on outcomes and quality of health care services. Students in the program can focus on general health informatics or health data analytics.

Health Policy (CERG HTHP)
15 credits
This certificate provides students with analytic skills and knowledge necessary for evidence-based health policy planning, formulation, analysis, evaluation, and practice. Students will gain a working understanding of public policy processes, analysis and statistical methods, economics, health policy process/entities, strategic thinking, the politics of health policy-making, as well as public advocacy and communications skills. The certificate is ideal for clinicians and health care professionals who seek value-added career enhancement in health policy formulation, analysis and advocacy.

Physician Practice Management (CERG PPM)
15-18 credits
The purpose of this graduate certificate is to provide professionals with the knowledge, skills and ability to successfully establish and manage a contemporary medical practice/clinic enterprise. The
curriculum builds upon established standards promulgated by the Medical Group Management Association for Medical Practice Management Certification. These include proficiency in financial management, operations management, human resources management, risk management, and planning and marketing. Upon completion of this certificate, graduates will be prepared didactically to take the Certified Medical Practice Executive examination.

Public Health Leadership and Management (CERG PHLM)  
18 credits  
This certificate prepares students to apply the principles of public health leadership, stewardship and policy implementation to manage state and local health departments and non-profit organizational and community health program initiatives. Courses explain leadership strategy, public health regulatory requirements, public program management tools and policy development skills necessary to function in public health systems in the United States. The certificate is ideal for clinicians and health care professionals who seek value-added career enhancement in public health programs and entities.

Quality Improvement and Outcomes Management in Health Care Systems (CERG QIOM)  
15-18 credits  
This certificate prepares working clinicians and administrative support staff in health care organizations to implement quality-improvement initiatives and manage populations of patients to optimize efficiency and effectiveness of care and services. Participants acquire the knowledge and ability to work in interdisciplinary health care teams using the tools and techniques of statistical process control, and selected methods and tools from operations research and quality improvement. In addition, they use information management technology and qualitative decision-making applications to identify opportunities for clinical and administrative improvement, support decision making optimization, and improve health-service outcomes for identified populations.

HAP 790– Capstone Practicum  
HAP 790 is a requirement for all students in the MHA in Health Systems Management program. Students pursuing an MS in Health and Medical Policy or an MS in Health Informatics have the option to take HAP 790 or to write a thesis. All coursework in the major must be completed before a student enrolls in HAP 790, and permission of the instructor is required to register for the class. Any exceptions must receive the approval of the student’s academic advisor and course faculty.

HAP 789– Capstone Pre-Practicum Course  
(Student with a catalog year of Fall 2012 or later must register for and take HAP 789 during the semester prior to taking the HAP 790 Capstone course. Students with a catalog year prior to Fall 2012 are not required to take HAP 789 but still must meet with course faculty in a scheduled planning seminar to review the capstone course requirements.)

All students enrolled in HAP undergraduate and graduate programs (degree and certificate programs) who are required to take a practicum course as part of their program of study must comply with pre-practicum clearance and planning requirements. Students who do not comply with and satisfactorily complete pre-practicum course planning and orientation requirements the semester prior, may not enroll in the practicum course. A number of organizations will only accept
students who have clean criminal background histories. HAP complies with the background requirements of those organizations.

Students who are not eligible to obtain a clear criminal background and are ineligible to take the practicum course must indicate this information at the time of application. If a student is unable to meet this requirement, a determination will be made as to whether or how the practicum course requirement may be met. If a student is not eligible to satisfactorily obtain the necessary health, background check clearance, and agency orientation requirements, he/she may not be able to complete the practicum and therefore may not be able to meet the curriculum requirements for degree completion.

**Student Practicum Requirements**

HAP complies with all capstone agency requirements regarding a background check and/or immunization requirements. Some agencies do this as part of their orientation programs. In the event that the agency requires the student to be certified independently, HAP has entered into an agreement with Certified Background Check for students to use to complete these requirements.

Some agencies have additional requirements such as compliance with HIPAA regulations or other acknowledgements.

Students are solely responsible for the costs associated with obtaining background checks, completing required immunizations and submitting their immunization and other documentation for clearance, if this is required by the agency.

**Student Procedures**

The semester prior to the anticipated practicum course, the student MUST:

1. Have completed all course requirements prior to the capstone or receive approval from their faculty advisor and capstone faculty if this requirement is not met.

2. Students with a catalog year of Fall 2012 or later must register for and take HAP 789. Students with a catalog year prior to Fall 2012 are not required to take HAP 789 but still must meet with course faculty in a scheduled planning seminar to review the capstone course requirements.

3. Provide evidence of a criminal background check, required immunizations and other documentation, if required by the agency prior to starting the practicum.

**Instructions for Obtaining a Background Check**

Students whose practicum agency requires a background check are welcome to use Certified Background. To do so, follow the steps below:

1. Go to www.CertifiedBackground.com and click on "Students."
2. In the Package Code box, enter package code: **GE52**
3. Select a method of payment: Visa, MasterCard or money order.
If students need assistance with establishing or accessing their account, they should contact Certified Background at (888) 666-7788.

After the order is submitted, students will receive a password via email to view the results of their background check. The results will be available in approximately 48-72 hours after completion. Criminal background check and immunization certification information is retained in the students Certified Background file and is available for students to release to future employers.

**Capstone with Inova Health System**
Students who wish to pursue a capstone assignment within the Inova Health System must coordinate this through capstone course faculty.

Inova requires the following:

- Criminal background check verified by school
- Evidence of MMR vaccine or documentation of titer or disease history
- Evidence of varicella vaccine or documentation of titer or disease history
- Evidence of Hepatitis B vaccine or documentation of titer or signed waiver if vaccine was declined
- Documentation of negative tuberculosis (TB) skin test within past 12 months; for those with history of a positive skin test, must show documentation of negative chest x-ray and no evidence of active disease.
- Confidentiality Acknowledgement for Students/HIPAA
- Completion of orientation program (on-line)
Section II – Student Responsibilities and Policies

Mason’s Online Catalog
Each student is responsible for knowing Mason’s rules, regulations, requirements, and administrative and academic policies. The online catalog is the normal repository of academic policy statements, but corrections, changes, or interpretations can be promulgated by other means, including electronic publication. When the University or one of its academic units changes course requirements, grading procedures, or criteria for acceptance into particular programs, academic standing, or graduation, the changes apply to all students enrolled at the time of implementation of the change and thereafter.

The 2014-2015 University Catalog is organized into six main categories (each category title below is hyperlinked to the corresponding page in the catalog):

General Information
Look closely at the links provided in the first section title “About Mason” which contains some general information that will be beneficial for graduate students to know. Particularly, students should review the Student Rights and Responsibilities section.

About the University
Here you will find the following: Mason Vision; The Mason Graduate Is…; George Mason, the Man; University History; Faculty and Students; Accreditation; George Mason University Foundation.

Admissions
This includes links to graduate admission policies; admission of international students; non-degree enrollment; and academic testing.

University Academic Policies
This part of the catalog contains the following sub-sections: registration and attendance; course information; grading; degree application, conferral and graduation; undergraduate polices; graduate polices; and research policies.

Tuition and Fees
This page contains links to information and policies regarding tuition and fees. The contact information for Student Accounts is also given in case students have further questions.

Financial Aid
Go here to learn about financial aid programs, satisfactory academic program (SAP) standards, return of Title IV funds, emergency loan programs, and certificate programs that qualify for financial aid.

Honor Code
The complete Honor Code is as follows:
To promote a stronger sense of mutual responsibility, respect, trust, and fairness among all members of the George Mason University community and with the desire for greater academic and personal achievement, we, the student members of the university community, have set forth this honor code: Student members of the George Mason University community pledge not to cheat, plagiarize, steal, or lie in matters related to academic work.

Graduate Student Checklist Upon Admission to the Program
Upon acceptance of the offer of admission, students must do the following (also outlined in the Department welcome letter):

1. Email the admissions office to inform them of your intent to enroll.
2. Activate your Mason email account at masonlive.gmu.edu.
3. Sign up for the HAP graduate student listserv by sending an email to hap@gmu.edu from your Masonlive email address.
4. Review the HAP graduate student handbook.
5. Meet with your academic advisor to plan your course of study.
6. Attend the CHHS graduate student orientation in August.

Student ID Cards
All students should obtain a Mason student ID card once registered as a student. ID cards will allow you to add Mason Money used on and off campus for food purchases as well as making copies. IDs will also allow you to get access into the computer labs, rent on-campus locker space, and purchase parking permits. For hours and locations, please visit the ID website.

Official Communication with Students
Mason and the HAP Department use e-mail to provide official information to students. Examples include notices from the library, notices about academic standing, financial aid information, class materials, assignments, questions, and instructor feedback. Students are responsible for the content of university communication sent to their Mason e-mail account and are required to activate that account and check it regularly.

Every student is assigned a Mason email account and is expected to check it daily when school is in session, and weekly during vacations. The HAP Department will not keep track of students’ personal email addresses. All communication from the University and the HAP Department will be directed to the GMU email address only.

Students are also expected to keep their phone number and mailing address updated in Patriot Web.

Academic Advising
Every student admitted to a HAP program is assigned a faculty academic advisor. Students are provided with the name and contact information for their advisor in their initial acceptance letter. It is the responsibility of each student to consult with their advisor before registering for classes each
semester. Your advisor can also assist you in interpreting Departmental or University policies and help ensure that you are on-track for graduation and ensure that your matriculation plan is up to date. All academic actions require your advisor’s permission (taking an unapproved outside elective, completing a required course elsewhere, transferring credits into the program, substituting one class for another, etc.). Finally, feel free to share with your advisor your thoughts and concerns about the program, your interests, and your career goals.

Registering For Classes
All students in good standing may register for classes. *Students are urged to consult with their faculty adviser before registering*, since many courses must be taken in sequence or require prerequisites. It is the responsibility of all graduate students to meet with their academic adviser at least once per year and obtain and follow a program of study (matriculation plan). If a student needs to change their program of study, they must meet with their academic adviser and prepare an amended program of study. Registration for fall classes begins in mid-April, registration for spring classes begins in mid-October, and registration for summer classes begins in late March. Please note that the most current HAP course descriptions are available in the [HAP section of the catalog](#).

The University publishes a Schedule of Classes prior to each registration period. Students may register by logging on to [Patriot Web](#).

Course Withdrawal
Withdrawal deadlines are posted on the academic calendar which is available on the [Registrar’s website](#).

If a student needs to request a late course withdrawal, they must complete a CHHS Student Academic Request Form which can be obtained from your advisor and on a separate sheet of paper, write the details of the request including dates, specific course numbers, and appropriate references. The student should include their name, date and G number. The student will also need to provide any other relevant documents (e.g. medical or employer verification) substantiating and supporting the request. All information provided will be treated confidentially.

Return all the completed documents to the department via fax, email, or mail. Once all documentation has been received, the Assistant Dean of Student Affairs of the College of Health and Human Services will review them and respond with an e-mail regarding her decision.

NOTE: The Academic Office is not responsible for the financial aspects of tuition; but a refund is not automatic. You will need to request reimbursement from the Student Accounts Office with a form called a Tuition Exception Request. The form is available at: [http://studentaccounts.gmu.edu/Forms/TuitionException.pdf](http://studentaccounts.gmu.edu/Forms/TuitionException.pdf)

Grade Appeals
The procedures for academic grade appeals in the HAP Department are consistent with policies specified in the [University Catalog](#). See HAP procedures for academic grade appeals below:

1. The student should first ask the instructor in writing to reconsider the grade and include a rationale for the grade appeal to the course faculty.
2. In the case where the student and instructor are unable to agree, the student may appeal the case in writing to the Department Chair. The form to be used to submit a grade appeal request to the Department Chair is found in the Handbook Appendix B.

3. If the Department Chair feels there is sufficient merit to warrant a faculty review, he/she will form a hearing committee of three HAP faculty members who are peers of the instructor who assigned the grade and one faculty member external to HAP. The composition of the review committee will be determined by the Department Chair.

4. If the Department Chair feels that the complaint is without merit, the student may request the Associate Dean of Academic Affairs, College of Health and Human Services to assess the merit of the appeal. If the Associate Dean feels there is merit to the complaint, a hearing committee will be formed as above.

5. The instructor and the student may each challenge and have replaced one of the three members of the hearing committee without giving a reason for the challenge. The committee will meet separately with the instructor and the student to explore the full particulars of the case. One nonparticipating observer of the student’s choice and one nonparticipating observer of the instructor’s choice may attend the meetings.

6. After the hearing committee has reviewed the case thoroughly, it will issue a written recommendation and reason for its findings about the matter to the Department Chair (with a copy to the faculty member). At this time, the faculty member will have an opportunity to take the recommended action, if any.

7. If the matter is not resolved at this point, the Department Chair will consider the hearing committee’s recommendation and forward his or her own recommendation to the Associate Dean of Academic Affairs, CHHS. Based on the recommendation of the Department Chair and Associate Dean, if the Dean of CHHS decides that a change of grade is appropriate and the faculty member refuses to make the change, the Dean may direct the registrar to do so.

**Pending Grade Appeal**

In select cases, a student may request a delay from the Associate Dean of Academic Affairs in imposing academic suspension because of a pending grade appeal that could change the student's status. An approved delay allows the student to register. If the grade appeal is successful, the official transcript is corrected and the student continues in classes as a student in good academic standing. If the grade appeal is not successful, the student is required to stop attending all classes immediately. No record of registration for the academic period appears on a transcript and the student receives the appropriate refund as of the decision date.

**Student Requests for Academic Actions**

Request forms and instructions on how to initiate an academic action are available on the registrar’s website. All requests for academic actions for graduate students are submitted to the Department Chair for review. *Students should consult their academic advisor before submitting any academic actions form.*
Ombudsman for Student Academic Affairs

The Office of the Ombudsman is a neutral, independent, informal, and confidential resource to facilitate fair, equitable, and expeditious resolution of university-related concerns and problems raised by students. The ombudsman is an advocate for fairness and the equitable treatment of students, operates independently of all formal grievance processes at the university, and considers all sides of an issue in an impartial and objective manner. The ombudsman has no authority to make exceptions or to grant requests, but can perform informal investigations and, as a result, may recommend actions that lead to changes in processes and policies at the university. Meetings with the ombudsman are confidential.

Policies and Procedures for Request to Change MHA Concentration

A change of concentration within the MHA, HSMG program reflects a change from previously stated goals and interests to different interests and career plans. It is a decision that should be thoughtfully considered. If you apply to change concentrations and you are accepted to the new concentration, be aware that you may need to take additional coursework beyond the 46-hour credit HSMG program requirement in order to fulfill all degree requirements for the new concentration.

Prior to submitting a request to change your HSMG concentration, you should discuss your plans with your current advisor as well as with the advisor of your prospective (new) concentration. These advisors can provide information about both programs, but their support for your application does not guarantee acceptance into a new concentration.

In order to be considered for a change of HSMG concentration, you must meet these criteria:

1. You have completed at least three courses in the HSMG core.
2. You are in good overall academic standing within the program, and have earned at least a B in all courses taken in the HSMG program.
3. You are not in provisional status.

If you meet these criteria and wish to apply for a change of HSMG concentration, submit the following required documents to the department chair:

1. Personal statement that reflects the rationale for change and future career goals (no more than 1000 words)
2. Copy of transcript (Can be downloaded from Patriot Web.)
3. Graduate Student Change/Declaration of Concentration or Request to Change to Catalog Year form which can be obtained from your advisor

The Admissions Committee will review your application and you will be notified via email of the decision. Submitting an application is no guarantee that you will be able to change from your current concentration to a different concentration. Until you are approved by the Admissions Committee to change your concentration, you should plan your course schedule according the program in which you are currently enrolled, in consultation with your current academic advisor.
**Graduation Procedures**

In the semester prior to the expected completion of degree requirements, students must confirm their intent to graduate through Patriot Web. The deadline to apply to graduate is generally three to four months prior to the conferral date. Specific deadlines and complete instructions regarding graduation are published on the Registrar’s web site. Separate applications for each graduate degree or certificate are required.

**After Graduation**

Graduation is not the termination of a relationship with George Mason University, but the ascension to a role. Upon graduation you become an Alumnus. This new role is extremely important to you as an individual, as a professional and as a member of the George Mason family. We strongly encourage all our students to participate in alumni affairs. You can begin by completing the graduating seniors survey that will be sent to you by the University. HAP will also be requesting your valued input. Please take the time to provide us with your advice.

As a newly minted healthcare professional you will want to take advantage of the relationship you have developed while a student here. Join your Alumni Association. This is a very effective way to remain current in what is going on in the profession, remain in touch with lifelong friends and network to advance your career. You are invited to join your colleagues and faculty on LinkedIn and stay connected through HAP’s Facebook page.

**CHHS Alumni Organization**

The CHHS Alumni Chapter sustains and strengthens the lifelong bond between alumni and the College of Health and Human Services. The role of our chapter is to connect and reconnect alumni, students, faculty and friends to the University and each other through experiences and communications for the purpose of generating multifaceted support for the College and for Mason. The chapter develops and promotes activities that provide interaction for alumni as well as for students and faculty while advancing the college and further developing the alumni network. You can like the CHHS Alumni Chapter on Facebook to stay connected.
Section III - University Services for Students
There are a multitude of academic, professional and personal services available to Mason students. Below are just a few, but students should spend some time on the Mason website to discover everything the University has to offer.

Graduate Student Life website
This page is a useful resource to turn to when you have questions. The website provides a single location where information relevant to graduate and professional students may be easily accessed. It is complementary to the websites of academic programs, and it offers graduate students a virtual method of connecting with each other.

University Libraries
Resources and services of the George Mason University Libraries are housed on the Fairfax Campus at the Charles Rogers Fenwick Library and the George W. Johnson Center Library; on the Arlington Campus at the Arlington Campus Library; and on the Prince William Campus at the Mercer Library.

Mason’s integrated library information system provides an online public-access catalog, circulation, electronic reserves, and library-processing services. The information system can be used in any of the libraries from campus locations on the network or via the web. The web site library.gmu.edu offers access to a variety of networked digital resources and electronically mediated services, including a virtual reference service.

The library liaison program supports a variety of cooperative and collaborative activities. Liaison librarians work with academic departments and programs to develop print collections and electronic resources. They also offer introductory and advanced information literacy instruction sessions, as well as advanced reference and research consultation services to students and faculty. Each of the four libraries has its own dedicated instruction room for information literacy classes.

An intercampus delivery service is available for students and faculty requesting materials held at any Mason campus library. Materials not held by Mason can be obtained by direct borrowing from WRLC institution libraries via the Consortium Loan Service, interlibrary loan, or commercial delivery services when required.

CHHS Liaison Librarian
Sarah Sheehan is the CHHS Liaison Librarian and is available to assist HAP students with research. While all research librarians can provide assistance, Ms. Sheehan’s specialty is health and human services. Her email address is ssheehan@gmu.edu and her number is 703-993-3709.

The Writing Center
All members of the George Mason community—a student, a staff member, faculty, or alumni—may use the Writing Center’s free services. Tutees must have a current or former Mason student ID number to use the Writing Center and must register for our scheduling software system before they can make an appointment. When scheduling your appointment, please be sure to specify the location most convenient to you in the drop down list of schedules. The scheduler includes our email-based schedule, the Online Writing Lab (OWL).
University Computer Labs
Computer labs offer the University community access to computing resources and a variety of software in support of learning, teaching, and research at George Mason University. Classroom and Lab Technologies staff is committed to providing quality support to students, faculty, and staff using the facilities. For the standard software load for open computer labs click here.

24 Hour Computer Lab Operating Periods:
Before and during final exams, Classroom and Lab Technologies extends its normal computer lab hours at the Johnson Center in order to meet the academic needs of the growing University community. These extended periods offer hours until 1:30 a.m. during the week before finals, and 24 hour facilities during the week of finals. Exact times and dates will be posted below each semester before the extended hours begin each semester.

CHHS Computer Lab:
The College of Health and Human Services operates a computer lab for CHHS student use. The lab is located on the Fairfax Campus in Robinson B470. Hours vary by semester. View current hours and lab policies.

Counseling and Psychological Services (CAPS)
Counseling and Psychological Services (CAPS) provides a wide range of services to students, faculty, and staff. Services are provided by a staff of professional counseling and clinical psychologists, social workers, and counselors. CAPS provides individual and group counseling, workshops and outreach programs -- experiences to enhance a student's personal experience and academic performance.

Office of Disability Services
The Office of Disability Services (ODS) is available to serve all students with disabilities, including those with cognitive (e.g., learning, psychological, and closed head injury), sensory, mobility, and other physical impairments.

As part of the Office of University Life's commitment to recognizing and honoring the richness of diversity at Mason, the Office of Disability Services (ODS) staff members actively participate in the campus-wide diversity dialogue. The ODS welcomes and encourages all students with disabilities, whether registered with the ODS or not, to identify themselves as members of the disability community, and to engage in the diversity dialogue on campus by getting involved with ODS and other multicultural programs and activities.

GMU Emergency Notification System
Mason Alert is an alert system that allows George Mason University to contact you during an emergency by sending text messages to your cell phone or via e-mail.
CHHS List of Student Resources
Mason offers currently enrolled students many valuable resources and services other than the ones highlighted above. To view a listing of some of the most often utilized resources, go to the CHHS Student Resources page.

Student Organizations
Being involved in organizations, both internal and external to Mason, will not only enhance a student’s experience at Mason but can often benefit students professionally. Below are some organizations HAP students should consider joining:

Graduate and Professional Student Association (GAPSA)
The Graduate and Professional Student Association (GAPSA) was established at Mason in 2009. Their goal is to unite graduate students and establish a forum through which graduate and professional students are able to address issues, advocate for the greater good, grow professionally, and socialize with one another.

ACHE Learning Network
If you are enrolled in a health services administration or related administrative program, you may be eligible for a discount on your dues. Find answers to your most pressing career questions—and gain a competitive edge—through ACHE’s countless resources. For more information contact Mr. Jay Shiver or Dr. Martin Perlin.

National Capital Healthcare Executives
Territory: DC; VA – Alexandria City, Arlington, Clarke, Fairfax, Fairfax City, Falls Church City, Fauquier, Loudon, Manassas City, Manassas Park City, Page, Prince William, Warren. For more information contact Mr. Jay Shiver or Dr. Perlin.

Upsilon Phi Delta Honor Society
The purpose of the Upsilon Phi Delta Honor Society is to further the professional competence and dedication of the individual members in and for the profession of healthcare management. Members are selected on the basis of academic achievements, service to the community and/or contributions to the healthcare management profession. Undergraduate members must have a GPA of 3.25 or greater. Graduate members must have a minimum GPA of 3.5 and/or be in the top 10% of their class. For more information contact Dr. Kalahn Taylor-Clark (ktaylor26@gmu.edu).

AcademyHealth Student Chapter
The HAP Department has teamed with AcademyHealth to create an opportunity for student involvement. AcademyHealth is dedicated to improving the knowledge base of health care decision-making by supporting the professional development of those who conduct and use health services research, advocating for the tools and funding necessary to do this important work, and helping to translate health services research findings into policy and practice.

AcademyHealth supports the formation of student chapters to enhance the learning and professional development experience for students in health services research and health policy. Open to both graduate and undergraduate students in all health disciplines, this is a university-wide student club.
There are many benefits to joining:
- Free online seminars and discounted conference registration
- Networking with GMU research faculty, mentors and students with like interests
- Scholarships
- Employment services
- Fellowships

For more information, please contact the chapter at acadhlth@gmu.edu.

Student Governance
Graduate students are invited to provide input into the HAP Department operations relating to student matters and program policies, procedures and curriculum. Student input/participation takes place as follows:

1. Student body representative to HAP Faculty meetings - In September of each academic year, students nominate and elect a graduate student to serve as the student body representative. This individual may attend faculty meetings (monthly) for the open agenda section of the meeting. As such, the student representative is able to request agenda/discussion items, hear departmental announcements, provide input into meeting discussion. This individual also serves as the student body representative to curriculum committee meetings in the HAP Department and at the College of Health and Human Services. The student representative attends HAP/CHHS curriculum meetings ad hoc, depending upon the relevance of the item(s) under consideration.

Criteria to serve as the graduate student representative:
- FT or PT students in one of the Master’s programs who have completed at least two courses in the major
- Have a cumulative GPA of 3.0 or better

2. Student surveys - All students taking HAP courses are invited to complete the course evaluation survey conducted at the end of each semester for every course in which the student is enrolled. A sample of individual graduate students may be selected at random for participation in GMU’s annual survey of student engagement. All MS level students are invited to participate annually in GMU’s Survey of Student Advisement. Finally, all graduate students in the final semester of matriculation are invited to participate in the GMU Graduating Seniors Survey.

Student feedback from surveys is important to the faculty in the HAP department. Information from surveys is reviewed by the faculty as available each semester or annually and is utilized by the HAP Program Evaluation Committee and Department Chair for a
variety of program evaluation, planning and quality improvement purposes. Upon graduation, continued input is solicited annually through the on-line survey of all HAP program alumni.
Appendix A

Grade Appeal Request

Directions:
Submit a hard copy of this form and the attached documents to the Department of Health Administration and Policy in NE Module I. Keep a copy for your records.

Student name:_________________________________________G#:________________

Student Mailing Address:______________________________

Note: Official correspondence will be sent to this mailing address.

GMU email:_________________________Phone number:_________________________

Student Major:________________________________________

Student’s Academic Adviser:____________________________

Required Information

Course number and title:

Instructor:

What are you appealing?

What relief/change are you seeking?
What discussions/correspondence have you had with the course faculty and others on this matter?

This is the explanation of the reason for your appeal (state your specific request and the details you wish the Department Chair/others to consider) Documentation of evidence must be provided with the grade appeal request. This includes materials such as copies of email correspondence, graded materials; course syllabus and other pertinent information.

Summary of Support Documents/Evidence Submitted:
1.
2.
3.
4.
5.

Read and Sign: I certify that the above information is accurate and not in violation of the Honor Code. I have read and will comply with the rules, regulations, requirements and academic policies of the Department, College of Health and Human Services and George Mason University.

________________________________________________________________________
Student’s Signature         Date

Received by the Department on ___________ by ______________________________.

Date  Signature of HAP faculty or staff