Material contained in this handbook is supplemental to the OLOL College Student Handbook

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DISCLAIMER

The information contained in the MHA Student Policies and Procedures Manual is an overview of current policies and procedures of the OLOL College MHA Program. The implementation of any graduate curriculum remains dynamic, and is therefore, subject to continuous review and improvement. Provisions listed herein, are directive in nature and subject to change without notice.

This manual is meant to provide guidance for students and faculty on the usual procedures for the day to day conduct in the MHA Program. It does not represent an exhaustive list of all possibilities that might arise for students and faculty in the training and administration of the program. Unique situations will arise. They will be handled in a manner that ensures fairness and mutual respect in all cases.

THIS MANUAL IS THE PROPERTY OF THE OLOL COLLEGE MHA PROGRAM AND MUST BE SURRENDERED UPON REQUEST.
Honor Code

The Graduate Student Honor Code:

We, the graduate student body of Our Lady of the Lake College, embrace the idea that honor is an intangible quality, which, if it pervades all phases of campus life, tends to foster a spirit of dignity and personal integrity. Upon enrolling at Our Lady of the Lake College, we become part of the OLOLC Honor System. We realize that honor must be cultivated and that its success depends upon the combined and cooperative efforts of the College’s administration, faculty, staff, and graduate students. Inherent in the honor system is the premise that graduate students will not perform or tolerate any violations of the Regulations Governing Graduate Student Behavior published in Our Lady of the Lake College MHA Student Policies and Procedures Manual. As responsible members of the community of Our Lady of the Lake College, each of us freely accepts and proudly endorses this, our code of honor.

Honor Statement

I will not give or receive any unauthorized aid on any examination or paper. In the event that I witness anyone else doing so, I will report him or her immediately to the instructor and/or the Division Chair.

Professionalism, integrity and excellence are the cornerstones of Our Lady of the Lake College and the MHA Program. Consequently, MHA students are expected to be kind, compassionate and patient and to consistently demonstrate honesty, service, and respect for others.

I also affirm that I have received and will abide by the policies and procedures as prescribed in this manual and that I hold myself accountable for the information therein.

Signature
Date

Printed Name:______________________________________________________________
Purpose of the MHA Manual
This manual serves as a guide to inform the student of what is expected from him/her throughout the MHA Program at Our Lady of the Lake College (OLOL-COLLEGE). Each MHA student is responsible for the information contained in this manual. Therefore, each student must sign a form stating he/she has read the handbook and acknowledges that he/she will be held accountable for the information therein.

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Administrative Divisions
The President’s Office, Academic Affairs, Administrative and Support Services are administrative divisions that provide services to assist graduate students in the achievement of the institution's educational goals.

President
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Baton Rouge, LA  70808
225-768-1710

Academic Affairs
5414 Brittany
Baton Rouge, LA  70808
225-768-1761

Administrative and Support Services
5414 Brittany
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History and Purpose

Our Lady of the Lake College Story (From OLOL College Student Handbook)
When the Franciscan Missionaries of Our Lady ventured to Louisiana from France early in this century, they had no idea just how profound an impact they would have on the people of Louisiana. Today, Our Lady of the Lake Regional Medical Center employs 3,500 people and serves 125,000 patients each year. The foundation of this, which has blossomed into the largest hospital system in the state, had its beginnings with the work of the missionaries who came here in 1913.

The delivery of health care has changed dramatically since 1913, when the first Sister, Mother DeBethany, arrived to attend to the needs of the afflicted. Realizing the need to educate employees in the innovations of health care, the Sisters founded a nursing training program in 1921, and Our Lady of the Lake College is the result of those early (as well as more current) efforts of the Sisters who make up the Franciscan Missionaries of Our Lady.
Our Lady of the Lake College, then, is founded on the work of those Franciscan Missionaries who empowered the College to prepare health care practitioners who can share in the Sisters’ life dedication to providing health care to this community. Seeking to be faithful to the ideals of this heritage, Our Lady of the Lake College is committed in all of its policies and practices to the pursuit of truth, to a respect for differing points of view, and to the ethical and human values inherent in the philosophy of the Franciscan Missionaries of Our Lady. Compassion, Understanding, Respect, and Dignity are Christian virtues we hope to share with you so that you may share them with others. “Grant that we may not so much seek to be understood as to understand” St. Francis said (My Favorite Quotations, Peale, 1990.) This is at the very heart of this institution, and it has been since the beginning when the first Sisters showed a willingness to sacrifice for the sake of others.

Your education here, though steeped in the specifics of your professed health care discipline, will also exemplify the spiritual obligations we have as human beings, both to one another and to God. We pray and hope that when you leave, you take with you not only the health education required for employment, but the deep understanding of the spiritual foundation from which you are given the gift of healing. It is also true that it will be much later in your life when you will become fully aware of just how much an affect you have had on your patients, both in ministering to the body and to the spirit. The reward for treating others with respect and tenderness is often not apparent at first and is usually manifested in ways that surprise us. For as Jesus stated, "Whatever you did for one of the least of these brothers of mine, you did for me." (Mathew 25:40) In healing others, we heal ourselves as well, or, at the very least draw closer to God who has compelled us to undertake this edifying task.

A solid educational foundation in health care can serve as a powerful tool in working with those with whom you come in contact. As life presents us with the many opportunities and challenges, that it invariably does, this foundation is of the utmost importance; for it provides us with the learning and security that will assist us in moving ourselves forward, enabling us to offer the best possible care.

The history of Our Lady of the Lake College has taught us what it means to be willing to meet new challenges. When Our Lady of the Lake College began its journey as a diploma school of nursing, few could have predicted the phenomenal growth and expansion that has occurred, particularly in the last few years. Whereas once enrollment was less than 100, today the college enrolls nearly 1,550 students. We have gladly accepted the responsibilities that have come with expansion in order to find out our full identity at a time when health care is in as great a demand as ever. It has been a journey of enormous importance and we are grateful for having been able to be of help to so many.

Your educational journey and our institutional journey continue together. Discoveries await which will reveal more about our faith and our values and roles in a larger society. Your journey is not undertaken alone, but in concert with the students, faculty, administration, and staff of our College. "Come to me confidently whenever you want," St. Francis once remarked, "and feel free to speak to me with the utmost familiarity." We sincerely hope you will risk the kind of journey afforded you through enrollment in Our Lady of the Lake College, one which will yield many discoveries about yourself and those with whom you come in contact. How often we refuse to go through the door that is opened for us. Our hope is that you will find it in your heart to cross this threshold, as the first Franciscan
missionaries did. We offer a solid foundation in learning, a tradition of success in helping others and a legacy of service to God's people.

Our Lady of the Lake College Mission Statement (From OLOLC Student Handbook)

Inspired by the vision of St. Francis of Assisi and in the tradition of the Roman Catholic Church, we extend the healing ministry of Jesus Christ to God's people, especially those most in need. We call forth all who serve in this healthcare ministry, to share their gifts and talents to create a spirit of healing—with reverence and love for all of life, with joyfulness of spirit, and with humility and justice for all those entrusted to our care. We are, with God's help, a healing and spiritual presence for each other and for the communities we are privileged to serve.

Seeking to be faithful to the ideals of its heritage and its sponsors, Our Lady of the Lake College is committed to meeting the educational needs of the people of God. Revised and Approved by the Board of Trustees on May 23, 2002

Institutional Purpose Statement

Our Lady of the Lake College of Baton Rouge, Louisiana, is an independent, private Catholic College founded by the Franciscan Missionaries of Our Lady. The College is a student-centered academic community guided by the Franciscan values, faithful to Ex Corde Ecclesiae and devoted to excellence in teaching and learning. The purpose of the College is to provide each student with a unique educational experience by seeking to ensure the personal attention of the faculty, administration and staff.

Central to the purpose of the College are scholarship and effort, especially in those activities that cultivate knowledge and thinking in support of further study, advanced education and the pursuit of life-long learning. The College community recognizes that commitment to and accomplishment of the institutional purpose and goals requires exceeding standards, expanding vision and nurturing students to realize their potential as responsible members of society.

Institutional Goals

● Incorporate the Franciscan values of service, reverence and love for all life, joyfulness of spirit, humility, and justice and the spirit of Ex Corde Ecclesiae into all facets of the educational process and functions of the College.
● Provide programs of study, particularly in the health sciences, that contribute to fulfilling selective needs of society.
● Emphasize academic excellence in programs and degrees.
● Cultivate a student-centered environment that promotes a holistic approach to student growth and development.
● Enhance knowledge and thinking in support of further study and advanced education in the health sciences, as well as in the pursuit of life-long learning.
● Cultivate, among all campus constituents, a desire to understand, a capacity for tolerance, and an ability to appreciate the ethnic and cultural diversity that make up humanity.
● Optimize the resources of the College.
● Expand the scale and scope of the programs and the College service areas.

Community Creed (From OLOLC Student Handbook)
Our Lady of the Lake College, established by the Franciscan Missionaries of Our Lady, is an interactive community dedicated to personal, academic, and professional excellence. This is best accomplished within an environment of mutual respect and civility, self-restraint, concern for others, and academic integrity. By choosing to join this community, I accept the obligation to live by these common values and commit myself to the following principles.

As a Member of the Our Lady of the Lake College Community: (From OLOLC Student Handbook)
● I will commit myself to the pursuit of knowledge and understanding with personal integrity and academic honesty;
● I will respect the sanctity of the learning environment and avoid disruptive and deceitful behavior toward other members of the campus community;
● I will contribute to the development of a caring community where compassion for others and freedom of thought and expression are valued;
● I will support a culture of diversity by respecting the rights and dignity of those who differ from myself;
● I will embrace the concept of a civil community, which respects the rights and property of others and abhors violence, theft, and exploitation of others;
● I will honor, challenge and contribute to the tradition of excellence left by those who preceded me and work to leave this a better place for those who follow.

By endorsing these common principles, I accept a moral obligation to behave in ways that contribute to a civil campus environment and resolve to support this behavior in others. This commitment to civility is my promise to the Our Lady of the Lake College and its community of scholars.

STUDENT RIGHTS AND RESPONSIBILITIES
Our Lady of the Lake College student is a free citizen and member of a learning community and as such enjoys certain rights. Along with these rights is the responsibility to conduct oneself in a manner that advances student learning in accordance with the standards of the College. Although it is not possible to enumerate all of these rights, it is important to note the most fundamental ones:

A. FREEDOM OF INQUIRY AND EXPRESSION
● Students shall be free to take exception with information or views presented in any course without penalty.
● Students are responsible for learning the course material even if they disagree with the content of this material.
● Disagreement with course content may not be disruptive to the learning community.
● Students should conduct themselves in a manner that honors the learning process and the College as an educational community. Willful disruption of the educational process, destruction of property, interference with the orderly process of the College, and/or with the rights of other members of the College community will not be tolerated. The faculty and administration have the authority to exclude students who are disruptive of the educational process, including those whose behavior would present a threat to the health and safety of others. Students causing any disruptive behavior may be subject to disciplinary action resulting in program probation and/or dismissal.

B. FREEDOM FROM HARASSMENT
● Students have the right to an educational environment that supports learning. To that end, they are encouraged to report harassing and/or offensive behavior that would cause a reasonable person to fear for his/her safety, or would interfere with his/her learning and academic performance whether from another student, college staff, faculty or clinical preceptor.
● Students who believe they have been subjected to harassment or offensive conduct should report this to the Division Chair. If the student does not feel comfortable reporting to the Division Chair, he/she should report the behavior to the Division Chair.

C. FREEDOM FROM SEXUAL HARASSMENT/SEXUAL ASSAULT
● Students are protected from sexual harassment/sexual assault by federal and state statutes. Key elements in sexual harassment are that the actions, words, conduct involved are unwelcome to the recipient and are pervasive.
● Students who believe they have been subjected to sexual harassment or assault should report this to the Division Chair. If the student does not feel comfortable reporting to the Division Chair, he/she should report the behavior to the Division Chair.

D. FREEDOM FROM UNLAWFUL DISCRIMINATION
● The College believes that to maximize the learning experience, students should be exposed to diverse individuals. To this end, the College prohibits discrimination based on race, sex, sexual orientation, marital or parental status, religion, national origin, age, mental/physical disability, or any other status protected under applicable federal, state, or local law.
● Students who believe they have been subjected to discrimination should report this to the Division Chair. If the student does not feel comfortable reporting to the Division Chair, he/she should report the behavior to the Division Chair.
● The MHA Program reserves the right to reject or dismiss any MHA student who fails to meet the mental and physical abilities necessary. Any rejection of this nature shall be immediately reviewed by the Administration of the MHA Program and the College Administration.
E. FREEDOM FROM AN ENVIRONMENT THAT IMPEDES LEARNING

- To maximize the learning experience, the student has a right to faculty who are educationally and experientially qualified to teach their course.
- Students have a right to attend class at the regularly scheduled time for the scheduled amount of time.
- Students have a right to evaluate their learning experience including faculty.

F. STUDENT RESPONSIBILITIES

- All MHA students are responsible for the information contained in the OLOL-College Student Manual. The information contained relating to policies and procedures apply unless otherwise specified in the OLOL-College MHA Manual.
- Students have an ethical responsibility to repay student loans.

Our Lady of the Lake College Master of Health Administration Program

II. MHA PROGRAM DESCRIPTION

Purpose
The purpose of the Master of Health Administration program is to prepare students for rewarding careers as healthcare managers in a variety of settings. This program is intended for students who seek a career in inpatient, ambulatory, insurance, quality, and many other health settings.

Upon completion of the program, students will be productive in areas such as acute care, primary care facilities, medical group practices, long-term care facilities, public health organizations, health insurance agencies, alternative delivery organizations, federal, state and local agencies, pharmaceutical and other related organizations.

Philosophy of the MHA Program
Our philosophy at OLOL College MHA Program is a continuation of OLOL College’s mission and philosophy. We believe in the individuality of students, taking into account their diverse cultures and learning styles and the contribution that such diversity brings. Our program honors the uniqueness of individual learning styles to accomplish higher education.

MHA education requires a broad knowledge base in management combined with either residency training or an applied project in order to provide patients, employees, guests and communities with a safe and caring healthcare organization that is viable and provides needed services. Critical thinking, residency judgment, residency problem-solving skills, and communication skills are crucial for the MHA student. In addition, the MHA student is encouraged to interact and learn from all types of health care managers and providers to foster professional socialization during their educational process.
Mission Statement of the MHA Program
Called by the vision of St. Francis of Assisi, we serve as the compassionate and ethical educational ministry to God’s people. We share our gifts and talents to create a spirit of learning with reverence and love for all of life, joyfulness of spirit and with humility and justice for all those entrusted in our program.

The mission of the Master’s in Health Administration program at Our Lady of the Lake College is to improve the health of individuals and communities by developing inspired early and mid-careerists into compassionate, competent and spiritual servant managers and leaders for health service organizations and governmental agencies; all achieved through integrated, experiential learning striving for excellence in managerial practice.

Vision of the MHA Program
To be nationally recognized for educating the highest caliber of ethical leaders that improve the health of the communities they serve.

General Information
The MHA Program should act in accordance with the Commission on Accreditation of Healthcare Management Education (CAHME) for future accreditation.

MHA Program Description
The OLOL College MHA Program is a 46 credit hour program of study with provision for part-time study. The program follows the traditional semester format of the college. Therefore, the MHA student schedule does follow the traditional holiday and semester breaks of the main campus.

Major Competency Areas:
Upon completion of the MHA Program, the graduates are expected to be competent in the following major competency areas:

1. Financial Skills
2. Performance Measurement
3. Project Management
4. Organizational Management
5. Organizational Behavior Theory
6. Structural Design of Health Care Organizations
7. Operations Assessment & Improvement
8. Management of Human Resources & Health Professionals
9. Information Technology Management & Assessment
10. Market Analysis, Research & Assessment
11. Collaboration
12. Strategy Formulation & Implementation
13. Quality Assessment for Patient Care Improvement
14. Ethics in Business & Clinical Decision Making
15. Written, Verbal, & Interpersonal Communication Skills
16. Population Health & Status Assessment
17. Health Policy Formulation, Implementation & Evaluation
18. Legal Principles Development, Application & Assessment
19. Governance Structure & Roles
20. Impact & Influence
21. Leadership & Change Management
22. Professional Skills Development
23. Interprofessional Collaboration
24. Statistical Analysis & Application
25. Economic Analysis & Application to Decision Making
26. Information Seeking

Core Performance Standards for Admission and Progression
The practice of Health Administration requires specific skills, characteristics, and qualities. The Core Performance Standards of the Master of Health Administration Program identify the criteria which allow the graduate level student to safely and successfully perform in a variety of roles in the advanced practice setting, and successfully progress in the Master of Health Administration Program.

The following descriptions are provided to the students in defining how their achievement of expected competencies should relate to these domains listed and defined below:

**Communications and interpersonal effectiveness:** “Communications” should include competencies associated with giving and receiving of information between an individual and other individuals or groups. “Interpersonal effectiveness” involves competencies associated with developing and maintaining effective working relationships with others. The following are examples of the kinds of competencies that may fall into this domain: Collaboration, Oral Communications, Relationship Building, and Written Communications.

**Critical thinking, analysis, and problem solving:** This domain should include competencies related to the appropriate use of information, data, and judgment to inform sound management decisions. The following are examples of the kinds of competencies that may fall into this domain: Analytical thinking, Financial Management, Information Seeking, Performance Measurement, and Process Management.

**Management and leadership:** This domain should include competencies related to a student’s ability to successfully pursue organizational goals that involve getting things done through and in collaboration with others. The following are examples of the kinds of competencies that may fall into this domain: Change leadership, Human Resource Management, Impact & Influence,
Initiative, IT Management, Innovative Thinking, Organizational Awareness, Project Management, Strategic Orientation, and Talent Development.

**Professionalism and ethics:** This domain should include competencies that relate to upholding high professional and ethical standards. The following are examples of the kinds of competencies that may fall into this domain: Accountability, Acting with Integrity, Achievement Orientation, Ethical decision-making, Professionalism, and Self-Confidence.

**MHA Program Committees**

*Curriculum Committee*
The Curriculum Committee meets at least once per semester to consider and approve curriculum changes. The committee reviews all courses and academically related content. The Division Chair chairs the Curriculum Committee, which is composed of all principal faculty members and one MHA graduate.

*Self-Assessment Committee*
The Self-Assessment Committee is chaired by the Division Chair and consists of all principal MHA faculty. The Self-Assessment Committee is responsible for the review of all Program data so as to ensure the Program’s compliance with the Accreditation Standards. The Committee may make recommendations to other Program committees for change/modification of program policies/practices.

*Admissions Committee*
The Admissions Committee is charged with reviewing Program applications. The admissions philosophy of the Program emphasizes the selection of students who reflect varied social, economic, and cultural backgrounds. The Admissions Committee Chair is the Division Chair. Other members of the committee include the Program’s principal faculty and other OLOL College faculty.

*Project Committee*
The Project Committee is responsible for evaluating each applied project to determine if the student has successfully completed this graduation requirement. The committee also identifies projects that are deemed exceptional and subsequently are to be presented in public forum.

**Graduation Requirements**
Students shall meet the following requirements to be recommended for graduation. Each student must:

- Meet all of the requirements of Our Lady of the Lake College Master of Health Administration Program.
- Complete all course work with a 3.0 or better cumulative GPA at Program level.
- Satisfy all indebtedness to Our Lady of the Lake College.
Each student is responsible to monitor their progress to ensure that graduation and certification requirements and competencies are met. If a student finds they are not receiving sufficient work experience through their residency, the student is responsible to notify their Residency Director and the Division Chair immediately. Early notification is imperative so appropriate changes in residency assignments can be made.

Deferral of Graduation
In very unusual circumstances, a student may be granted a deferral of graduation. Every requirement for graduation must be met before graduation. If a deferral is needed, it must be approved by the Division Chair and Dean of Arts & Sciences. This deferral may be granted in the following circumstances:

- Failure to meet graduation criteria
- Student under suspension or probation
- Extended medical leave
- Extended military leave (mandatory call to active duty)
- Other extreme circumstance approved by the Division Chair and Dean of Arts & Sciences

Withdrawal from the Program
Students wishing to withdraw from courses and the program must submit the required College Course Withdrawal forms, which can be obtained from the Registrar’s office.

A student leaving the school without following these procedures will receive a grade of “F” for the courses. Failure to follow the procedure may also result in denial of permission to re-apply for the program. If the proper procedure is followed, the student will receive a “W” from all courses and may re-apply.

Readmission to the Program
A student who has withdrawn from the program and is in good standing with the college may re-apply for the MHA program. Prior attendance is no guarantee that the student will be re-accepted into the program.

Community Advisory Committee
Purpose:
The purpose of the Community Advisory Committee is to assist the program in identifying community concerns with regards to the MHA Program. The committee will assist the program by monitoring its impact, reputation and program effectiveness in the community and the state.

Functions:
- Identifies community concerns with regards to the MHA program.
- Monitors the impact and reputation of the MHA program in the community.
Makes recommendations to the MHA Faculty Assembly with regards to community concerns involving the MHA program.

- Identifies service projects in which the MHA program may assist the local community.

**Meeting Frequency:**
The Community Advisory Committee will meet once a year or every other year depending on the program’s need.

### III. PROGRAM ACADEMIC POLICIES

#### Didactic Policies

The Grading Scale for the OLOL-College MHA Program is as follows:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Range</th>
<th>Quality Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>90-100</td>
<td>4</td>
</tr>
<tr>
<td>B+</td>
<td>87-89</td>
<td>3.5</td>
</tr>
<tr>
<td>B</td>
<td>80-86</td>
<td>3</td>
</tr>
<tr>
<td>C+</td>
<td>77-79</td>
<td>2.5</td>
</tr>
<tr>
<td>C</td>
<td>70-76</td>
<td>2</td>
</tr>
<tr>
<td>D+</td>
<td>66-69</td>
<td>1.5</td>
</tr>
<tr>
<td>D</td>
<td>60-69</td>
<td>1</td>
</tr>
<tr>
<td>F</td>
<td>&lt;60</td>
<td>0</td>
</tr>
<tr>
<td>I</td>
<td>Incomplete</td>
<td>0</td>
</tr>
</tbody>
</table>

Grades are calculated to the second decimal place (hundredths column). Only the final course average will be rounded off to the nearest whole number. Only the first decimal place (tenths column) will be rounded. For example, a final course average of 79.75 will be rounded up to 80.

**Grading**

**Program Dismissal from the MHA Program**

A student who earns either a D and/or an F must repeat the course(s). The student must have successful completion of the subsequent course(s) in order to progress in the program. Advisement by either the Division Chair or a designee is recommended so that a plan of action can be put into place to help ensure the student’s success. If the student continues to be unsuccessful, dismissal would be at the discretion of the Division Chair. Once a student is dismissed, there is no re-entry into the program. A student is allowed to progress in the MHA program provided competence is demonstrated in required major courses.

In order to achieve progression status and be in good academic standing, the student must:

- Maintain enrollment in the MHA curriculum sequence; and
- Achieve a minimum grade of “B” in all courses.
- Achieve a 3.0 GPA in all courses in the curriculum.
Any disagreement to the final grade is discussed with the instructor of the course. If this does not produce the desired results, then the student is to follow the Grade Appeal Policy. Academic probation occurs if the student’s GPA falls below 3.0 (irrespective of Cumulative GPA) while in the program. The probation may be lifted if the student achieves 3.0 or higher GPA in immediate semester after probation. If the student fails to achieve 3.0 or higher GPA in two consecutive semesters following the academic probation, the student will be terminated from the MHA program.

Students receive a letter grade for Residency or Applied Project. A ‘C’ grade or lower in either the Residency or Applied Project will result in academic probation and the student must retake the course. The student may appeal the grade according to the Grade Appeal Policy. Refer to the College Student Handbook for information related to appeal rights, academic dismissal, and/or denial of progression.

**Testing Policy**
In the administration of all examinations, the test-takers and the College have rights, responsibilities, and duties. The instructor/proctor has a **right** to restrict items brought into testing area.

Test-takers have a **responsibility** to:
- Arrive on time.
- Demonstrate academic integrity during the testing session. Cheating behavior on a test includes, but is not limited to: talking during test administration, using notes or resources of any kind, or unauthorized access to the test.

Test-takers have a **right** to:
- Receive the results of their test.
- Review their test results with an academic counselor, advisor, or faculty.

The College has a **duty** to:
- Assure that results of a test are used in a manner appropriate to the intended purpose.
- Assure confidentiality of an individual’s test results. Access will be limited to college officials authorized to review scores.

**Mandatory Class Attendance**
Students are expected to participate in all assigned synchronous communications. Students are to notify instructor of absences prior to the session if possible. Absences affect the student’s grade or standing in the class.
Students are responsible to account for 120 hours or more of synchronous activity with faculty over the course of the program. An Excel spreadsheet can be obtained from the Division Chair.

**Computer Use Policy**

As a user of Our Lady of the Lake College computer facilities, each student agrees to abide by the following provisions:

- The student agrees to abide by any patent or copyright restrictions that may relate to the use of computer facilities, products, programs, or documentation. Students agree not to copy, disclose, modify, or transfer computer programs/applications that they did not create, without the expressed consent of the original author. The student agrees not to use any Our Lady of the Lake College equipment or software to violate the terms of any software License Agreement, or any applicable local, state, or federal laws. Students further agree not to tamper with or in any way modify the equipment to which they have access.

- Students agree not to use Our Lady of the Lake College equipment or software for any form of private financial gain.

- Students agree to carefully and responsibly use any computer devices made available to them, and to recognize that they assume full responsibility for any loss, damage, or destruction of such devices caused by their negligence, misuse, abuse, or carelessness. Any problems should be reported immediately to the Coordinator of Administrative and Academic Computing.

- Users are prohibited from installing, storing or using unlicensed software on OLOL-College computers. Transmission of such software over either the OLOL-College or FMOLHS-IS network is prohibited.

- Students agree not to take any actions that constitute inappropriate behavior. The following list provides specific examples of inappropriate behavior, but is not intended to enumerate all possible instances:
  - Intentionally infecting the network server or other computers with a virus.
  - Sending harassing messages to other computer users either at Our Lady of the Lake College or through external networks.
  - Using inappropriate or abusive language to other users, students, faculty, or staff.
  - Engaging in any behavior that causes distractions to other users (e.g. radios, loud conversations, shouting, etc.)
  - Obtaining additional resources not authorized to individual user.
  - Depriving other users of authorized resources.
  - Acquiring access to unauthorized systems.
  - Utilizing another user’s account and password.
  - Inappropriate usage of email or internet sites with OLOL College computers or external networks.

- If a student becomes aware of any attempt to violate any portion of agreement, he or she agrees to report the attempt to the Director of Information Services.
• Students understand that violation of this agreement will result in punitive action. Any decision made in regard to a violation may be appealed through channels as outlined in the Student Handbook.
• This agreement will remain in force as long as the student makes use of Our Lady of the Lake College computer facilities, equipment or services. The College may add rules, regulations, or guidelines relating to computer usage. Such additions will be posted on the OLOL-College website and prominently on bulletin boards in the public computer use areas. Students’ computer usage is agreement to abide by all additional requirements. Should students have questions concerning additions they are to discuss their concerns with the Website Coordinator.
• By using the computer accounts, equipment or facilities provided to them, students acknowledge and agree with the policies and procedures hereof.

Computer Access
Each student must possess ready access to a computer with high-speed internet access. This is crucial for continuous communication and access to resource materials. This requirement is for the duration of the program. Students are required to maintain proper functioning of their computer, software and internet access.

Membership in Organizations
Membership with the American College of Healthcare Executives (ACHE)
All students are highly encouraged to join some professional association. ACHE is just one of many that serve the health management profession.
Benefits of membership with ACHE:
  • Subscription to the Journal which contains valuable information regarding political, government, and management issues
  • Discounted price to various meetings, socials and educational opportunities

Record Retention Policy
Student records are confidential and only those instructors who are directly responsible for the student’s progress will have access to student files. All student records including admission applications, transcripts and evaluations are stored securely. Access to and Review of Student Records policy is found in the OLOL College Student Handbook.

All official College files, as well as any record that may relate to litigation, final case records, summative student evaluations, and grievances are maintained in the Registrar’s office and are kept indefinitely.

Residency Policies and Procedures
Residency
Students are responsible for securing their own residency and must complete 270 contact hours for credit. The instructor can assist with the recruiting and selecting for a residency site. Site requests may be made at least one semester prior to the start of class, but should be done as soon
as possible to prevent any delays in progression. A formal contract by and between the residency site and the Our Lady of the Lake College **must** be in place **before** the student starts residency.

Also, student may be required to comply with the criminal background check, drug testing, and any other additional requirements imposed by the residency site.

**Residency Shifts**
The majority of the residency shifts should be day shifts; however, students may be required to work evening shifts, night shifts, weekends, and holidays. Students must arrive at the residency site with sufficient time to adequately prepare for their day. This time may be different for each student depending upon their efficiency and familiarity with the site.

Each student is required to provide his/her transportation to and from the remote facility. Housing is to be at the student’s expense. The program is not responsible to provide care for children or pets while student is at their residency site. The student is responsible to make these arrangements prior to admission to school.

**Lunch and Coffee Breaks**
Scheduling breaks may take a great deal of coordination on the part of the residency site. Therefore, if a student refuses a lunch break when offered, then there can be no complaint if a later lunch break is not available. Any pattern of a residency site refusing lunch breaks must be reported to the Instructor or Division Chair. Students should only take the agreed upon time for lunch and coffee breaks. Excessive abuse of breaks will be reported to the Instructor or the Division Chair and the student will be subjected to disciplinary action as outlined in the Disciplinary Policy section of this handbook.

**Residency Supervision**
Students must have some oversight from preceptors. Students are not allowed to supervise fellow students.

**Time Commitment**
- Students are expected to attend as assigned and expected
- Student time commitments are to be tracked and confirmed with the residency preceptor which is kept in a log and submitted with a final portfolio.

**Leave Policies**
- All leave must be requested via email and at least one month in advance.
- Vacation should be scheduled outside of the residency.
- **Vacation requests must be approved by the Preceptor and Instructor; and in some cases, with the Division Chair.**
- **Sick time** - unscheduled leave due to illness/injury.
Students calling in sick on residency days must call the preceptor and instructor immediately.

Students with a pattern of calling in ill will be counseled and may be subject to disciplinary action.

Additional Leave:

- **Educational leave** – time used for educational purpose is granted at the discretion of the preceptor and instructor. If approved, educational leave may be used to attend various health management related conferences.
  - Education leave requests must be submitted in writing to the Instructor.

- **Jury duty** – mandatory jury duty ordered by court. Students are responsible for notification of the school upon notification of jury duty.

- **Military leave** – MHA students who belong to the National Guard and reserves of the U.S. Armed Forces may be granted up to two weeks of military duty. To be granted military leave, the student must be in good standing with the program. Student is responsible for didactic course work while on leave. Student is required to coordinate their training not to interfere with their residency commitment. The MHA student is required to present official military orders to the Instructor and Division Chair at least 60 days before the assigned leave. It is recommended that the student perform active duty training after graduation.

- **Bereavement time** – will be granted for the death of an immediate family member at the discretion of the Instructor and/or the Division Chair.

- **Leave of Absence** – extended leave. A leave of absence may be granted in unusual circumstances to MHA students. Approval is at the discretion of the Division Chair. All course work must be completed during the leave of absence. The Division Chair reserves the right to terminate any MHA student who requires an extended period of leave.

- **Suspension** – time off mandated by the Division Chair as a result of disciplinary action.

Incident Reports


Here is the link to the instructions on access to Quantros Reporting System: [http://www.ololcollege.edu/assets/uploads/QUANTROSGUIDEFORCOLLEGE.pdf](http://www.ololcollege.edu/assets/uploads/QUANTROSGUIDEFORCOLLEGE.pdf)

All students must complete the College Incident Report Form for any injury or unusual occurrence involving a student on the college campus or resident area. If the incident occurs during a residency rotation, the protocol of the resident agency should also be followed.
Illness/Injury Policy
All students in resident courses with health conditions (illnesses/infections/injury) which necessitate an extended absence of three (3) or more days must discuss their situations with the Instructor and the Division Chair. The student may continue in the program with the written approval of his/her physician. After the absence, the student may return to school after obtaining a physician's written consent of the student's ability to participate in all activities inherent in the course description. The student must report to the Health and Safety Office to obtain a "Return to Class/Clinical Form." The student then takes a section of this form to the Course Coordinator.

An illness requiring an extended absence of three (3) or more days and that prevents the completion of course work because of circumstances beyond the student's control, may necessitate the process for "I" grade, withdrawal, or resignation. The student must initiate the appropriate process following the guidelines.

Students with Disabilities
Our Lady of the Lake College complies with the 1973 Rehabilitation Act Section 504, and the 1990 Americans with Disabilities Act (ADA) to ensure equal opportunity for qualified individuals with disabilities. Our Lady of the Lake College makes reasonable accommodations and provides services to access (to receive and give) information.

MHA applicants must disclose any physical or mental disabilities during the admissions process. Disabled students will be individually assessed for their ability to meet the requirements of the curriculum and MHA practice. To enter, remain, and progress in the program, all students must meet the core performance standards.

Administrative Policies
Emergency Closure Plan
The Emergency Closure Plan for OLOL-College outlines the procedures to be followed in the event of class cancellation.

- **Making the Decision** - In the event of a situation that threatens the well being of students, faculty, staff, administration, or the community at large, all decisions shall be made with a priority for human safety. The President of the College or the appropriate administrative officer will determine whether the situation requires that classes be canceled or that students, faculty and staff be dismissed. If external conditions are such that dismissal would threaten human safety, appropriate arrangements for human shelter will be implemented.

- **Communicating the Decision** - Following an administrative decision, the lines of communication as determined by the administrative and organizational chart will be followed to communicate that decision.

- **Residency rotations**: MHA students in residency rotations will be expected to perform their assigned resident schedules as determined by the Instructor.
Transfer Policy
The Division Chair and faculty members may consider transfer MHA students. Each case is treated individually and must meet the following criteria:

- The student must agree to confidential reporting of his/her academic and residency performance and any complications during the course of training at the prior MHA program.
- A letter of good standing from the Division Chair of the prior institution
- A 3.0 or better GPA
- There must be available space in the MHA program
- All MHA courses must be taken at OLOL-College and in the MHA Program
- Up to 6 hours may be transferred from another institution
- Additional credit hours may be credited at the discretion of the Division Chair

Transfer of Credit
Transfer of credit must be approved by the Division Chair. The procedure for transfer of credit is as follows:

- Submit a transfer of credit form available at the office of the Division Chair
- Submit course descriptions and syllabi for the course to be transferred
- All information must be received at the Division Chair’s office at least 1 month before student’s start date at the program.

Communication
Communication to MHA students is by various mechanisms:

- E-mail, OLOL College email only
- Website
- Telephone
- Moodle
- Video Chat (e.g. Skype, Adobe Connect, etc.)

Students are required to keep the Registrar informed of any changes in email address, home or cell numbers, and address. Students are responsible to check their email daily (except for those on authorized absence) for any communication or changes in policy or schedule.

Student Services

Personal and Academic Counseling
The faculty, administration, and staff accept that each student is an individual of worth, possessing dignity, free will and the potential for personal and professional growth.

The counseling program encourages students to:

- Accept self and others as individuals of worth.
- Accept responsibility for decisions and actions.
- Identify the dynamics of behavioral reactions in self and others.
- Explore anxiety provoking situations in personal and professional life.
- Realistically appraise capabilities, strengths, needs, accomplishments, and career goals.
- Set goals for self that are in keeping with interests, abilities, accomplishments and personality.
- Utilize the problem solving and decision making process in making personal and professional decisions.
- Make career decisions based on evaluation of characteristics, abilities, career opportunities, requirements, and employment prospects in various fields of health management.

Students are encouraged to seek counseling through the Counseling Services Office. Services offered by this office and by contractual arrangement include personal, academic, career counseling, crisis intervention, and career assessment. Appointments can be arranged by contacting the Counseling Services Office at (225) 768-1713. The counseling office is located at 5414 Brittany Drive, Baton Rouge, LA 70808. All services are free to students. Our Lady of the Lake Regional Medical Center offers a 24-hour crisis oriented evaluation service, also free to students. The COPE service may be reached at (225) 765-8900.

The Academic Counseling Center offers a variety of programs and services designed to assist students in achieving their educational goals. The Center offers workshops and information sessions that promote the development of skills to enhance academic success, such as skills in reading, note taking, test-taking and individual and group study.

**Library**

**Main Library and Library Commons:**
The Main Library and Library Commons buildings are located at 5329 and 5339 Didesse Drive. The Main Library houses the physical library collection - journals, books, CDs and DVDs, as well as providing 12 PC workstations and several study rooms for student use. The Library Commons provides further space for individual or group study, as well as 3 computer labs for student use. There are vending machines, fresh coffee and refrigerators available for use.

The College Library provides a collection of more than 36,000 owned print and electronic books and subscribes to over 98 academic periodicals. Also, to enhance instruction, the library contains a media collection of over 1,200 items. The library’s electronic resource collection, including eBooks, is accessible through the Campus Portal. Once logged in, students can select the “College Library” or “Connect to Library Databases” icons from the quick launch. All electronic resources are located under the “Library Resources - Research” tab.

**Main Library Hours (Fall/Spring)**
Mon - Thurs: 8:00 AM – 9:00PM
Friday: 8:00 AM - 4:30 PM
Sat-Sun: CLOSED
Library Commons Hours (Fall/Spring)
Mon – Thurs: 8:00 AM – 9:00 PM
Friday: 8:00 AM – 4:30 PM
Sat-Sun: CLOSED

Contact Info
Email: library@ololcollege.edu
Phone: (225) 768-1730 (Main Library) or
(225) 490-1657 (Library Commons)
Fax: (225) 761-7303

Circulation
All students of Our Lady of the Lake College can borrow designated materials from the Library. Students must present an OLOL College ID in order to checkout materials from the Library. However, journals, equipment and non-print materials do not circulate. Of circulating materials, as many as four items may be checked out at one time.

Interlibrary Loan / Document Delivery
In an effort to provide expanded access to information, the Library provides inter-library loan (ILL) and document delivery services for all students, staff and faculty. The purpose of the interlibrary loan service is to locate and obtain articles or books from other libraries to lend to Our Lady of the Lake College students and faculty. Requests for interlibrary loan may be made by visiting or calling the interlibrary loan office located in the Library Commons (225-490-1634), completing an online or print form or emailing the College Library at Library@ololcollege.edu.

Request forms are available online to print or submit electronically from the College Library’s “Services” page on the website. They are also available through the campus portal. Citation information must be attached to or written on the form. If you are emailing a request, please include all information that you would on the request form, along with the citation information.

Interlibrary loan hours are Monday - Friday, 8:00 AM - 12:00 PM. Any requests made after hours or on weekends, will be processed on the next business day.

Information Literacy Instruction
If you are interested in further instruction on how to use library resources or find the information you need, the librarians offer training both one-on-one and in the classroom format. To request information literacy instruction, please call 768-1730 or email Library@ololcollege.edu for an appointment. Instruction can be tailored to meet your needs.

Reserved Materials
Faculty may request recommended and required reading and other resources for class assignments be placed on reserve at the library circulation desk. Students may use these course textbooks and
materials from the reserve collection in the library. This collection is non-circulating, therefore reserve items cannot be checked out.

**Electronic Information Access**
The Library provides access to close to 100 electronic resources, which include: Academic Search Complete, CINAHL Complete, 3 Cochrane resources, ProQuest, DynaMed, ERIC, LexisNexis Academic, MEDLINE Complete, PsychARTICLES, and several JSTOR collections. All electronic resources, across platforms, can be searched by using the EBSCO Discovery search interface.

**Copyright**
All software is protected by copyright laws and cannot be copied without the owner's permission. Users of the library are prohibited from copying any software. Print materials are protected by the "Copyright Act of 1976." However, under section 107 of title 17 of the United States Code, a single copy made for teaching, scholarship or research is permitted as "fair use."

**Textbooks**
Students are required to purchase their own textbooks, e-books, Learnscapes or any other resource needed for each course. A list of required texts will be indicated on the course syllabus and in the online bookstore on OLOL College website.

**Parking and Transportation**
- Students are required to provide their own transportation to and from class, community partners, and residencies.
- Students are required to comply with the parking rules of the college as well as the medical centers to which they are assigned.
- Students are required to register vehicles parked on campus with the Administrative and Support Services office. To register a vehicle, a student must present their registration receipt to the receptionist in the Administration Building.
- The parking tag is to be immediately hung on the rear view mirror.
- Students will be issued one (1) parking tag, and will be assessed a $5.00 fee for replacement.
- Parking for all students is restricted to the areas identified on the campus map.

**Parking Rules**
Students must:
- Park within designated parking lines.

Students must not:
- Block driveways or entrances to college
- Park along curbs
- Park on grass, sidewalk
- Park in loading zone (rear exits of college)
● Double park
● Park in fire lanes
● Park in handicapped spaces without handicapped sticker

Cars may be booted or towed if parked in restricted areas. The College is not responsible for damage caused by vehicles in the process of parking or driving on campus. All vehicles are operated or parked on the campus at the owner's risk. Should accidents or damage occur, the OLOL Security office must be notified and will assist the student in proper notification of local officials.

**Dress Code**
The guiding norms for campus dress are neatness, cleanliness, and good taste. Students are to be attired in appropriate street clothes at all times in the classrooms, college offices, and the clinical laboratory setting. Dresses, walking shorts, and neat jeans are acceptable. Shorts, tank shirts, and midriffs are not to be worn by male or female students.

MHA students in the clinical setting are to comply with the facility policies on dress code. Students are responsible to know the dress regulations for each facility and to follow them. The proper identification is to be visible at all times while in the clinical area.

**PROGRAM DISMISSAL**

**Evaluation Process**
The evaluation process of the OLOL College MHA Program is designed to measure program effectiveness and to implement change as needed.

**Evaluation of the Program**

**Student Evaluation of Instructors**
Students will have the opportunity to evaluate their instructors in each course. Evaluations will be confidential and will be used by administration to improve the classroom and/or residency experience. All evaluations will be disseminated to the Dean and Chair. These evaluations will be compiled and tabulated with the scores given to each instructor in an effort to continuously improve the effectiveness of the MHA program. Students are encouraged to reply in a constructive, professional manner with honesty and integrity.

**Student Evaluation of the Residency Site**
Students will be given confidential questionnaires at the end of their residency to identify the strengths and weaknesses of the sites affiliated with the OLOL MHA Program.

**Student Evaluation of the Program**
Students will be given confidential questionnaires each year or invited to participate in a focus group to identify strengths and weaknesses in the MHA Program. Students are encouraged to reply in a constructive, professional manner with honesty and integrity. These evaluations will be
reviewed by the Chair and Dean. Significant weaknesses will be addressed through the appropriate committees.

**Senior Exit Interviews**
At the completion of the requirements for graduation, each student is given the opportunity to voice his/her opinions regarding the MHA Program with the use of a survey tool.

**Alumni Evaluation of the MHA Program**
Graduates of the OLOL College MHA Program will receive an evaluation form one year after graduation. This form is sent to the alumni to evaluate the effectiveness of their residency/didactic educational experience.

**Evaluation of the Students**

**Didactic Evaluation**
Didactic evaluation is accomplished through test and assignment grades throughout the semester. In addition, grade reports are furnished by the Office of the Registrar following each semester.

**Disciplinary Policies**

**Academic Dishonesty**
Academic dishonesty is a clear violation of academic integrity and implies conscious deception on the part of the student performing the dishonest act. Various types of academic dishonesty include, but are not limited to:

**Cheating**
Cheating is the fraudulent premeditated or unpremeditated act of deception on the part of a student that misrepresents his/her mastery of information on an academic exercise. Examples include:
- Copying from another student's exam paper or allowing another student to copy from their exam paper.
- Using notes, course textbook or other materials not authorized for use during an exam.
- Participation in cheating or lying in reference to residency settings, assignments, i.e. copying assignments, etc.
- Giving or receiving information without authority from or to any other person during an exam.

**Academic Misconduct**
Academic misconduct is the deliberate violation of college policies and procedures by students. Examples include:
- Unauthorized possession of an examination either by stealing, buying, selling or giving away all or part of the exam, including reconstruction and/or distribution of exam.
- Falsification of information given on college documents and/or records.
- Changing, altering or being an accessory to the act of altering a test paper grade, a grade in a grade book, other work for which a grade is given or other college official academic records which relate to grades.
Conduct which is inappropriate both in the resident laboratory setting and classroom such as abusive language, threats, assault and battery, and disruptive talking.

Fabrication
Fabrication is the intentional use of false or invented information, data or research with the intent to deceive. Examples include:
- Submitting as your own any academic exercise that was prepared in full or partially by another person. (e.g. case studies, computer assignments or other written work).
- Citing information in a formal paper not taken from the reference indicated.
- Listing references not utilized to research or complete the academic exercise.
- Permitting another student to substitute for oneself, to take a test or doing so for another student.

Plagiarism
Plagiarism is submitting someone else's work for credit and utilizing their words, ideas or data without acknowledging the information through proper use of footnote references. Examples include:
- The undocumented use of a person or author's main idea from a reference utilized in one's own work.
- The undocumented paraphrasing of an author's actual words without proper acknowledgment through specific footnote references.
- The undocumented, verbatim use of someone's actual words or ideas without using quotation marks as well as not crediting the source through accurate footnote references.
- The paraphrasing of large quantities of an article as a base for one’s own paper even if source is properly credited.

Substance Abuse
The Drug-Free Schools and Community Act mandates that institutions of higher education adopt and implement a program designed to prevent the unlawful possession, use, dispensation, or distribution of illicit drugs and alcohol by students and employees. We must also, provide certification to the U.S. Department of Education that such a program is in place.

- The College has developed its policy not only in response to the federal drug free legislation, but also to attempt to provide a healthy environment by preventing the use of illegal drugs or the abuse of alcohol within the College community. The College requires the cooperation of the entire campus community in its pursuit to maintain a drug-free environment in all phases of campus life.
- The College believes that it is essential for students to have an awareness of the health risks associated with the use/misuse of drugs and alcohol. Drugs/alcohol act on the central nervous system and ultimately on every cell of the body. The normal sensory and emotional reactions are disrupted as are the normal rest-work cycles. Drugs affect the whole body in ways an individual cannot control or predict. Therefore, an individual who misuses drugs/alcohol poses a risk to his safety as well as the safety of those entrusted to his care.
The misuse of drugs (unlawful possession, use, sale or distribution) is a violation of Federal and Louisiana State laws. Louisiana law also prohibits the purchase, public consumption or possession of alcoholic beverages by people under the age of twenty-one (21). Students at Our Lady of the Lake College are subject to jurisdiction under federal and state laws. The college has an obligation to report any information concerning actions or practices which are violations of these laws.

The on campus and/or resident misuse of drugs/alcohol by the student is subject to college disciplinary action. Whenever there are any behaviors which suggest drug/alcohol impairment, the student will be required to submit to drug screening. The drug screening will be at the student's expense.

Drug screening is required for students prior to entering resident programs. Additionally, students enrolled in resident programs are subject to random urine drug screening. Random drug screening will be at the College's expense. Pre-enrollment drug screen costs will be included in the student's fees.

All students, as a condition of their enrollment in a resident program, must abide by the drug and alcohol policies and consent, when asked, to submit to urine drug testing to determine compliance with the policy. Individuals who refuse to consent or cooperate in the administration of such testing are subject to discipline, including, and up to dismissal. Individuals with confirmed positive tests for illegal drug usage or misuse of prescription drugs are in violation of Our Lady of the Lake College policy and are subject to discipline, including, and up to dismissal.

Suspect Violations of Drug/Alcohol Policy
Students should not come to the campus or report for resident assignments while under the influence of alcohol, illegal drugs or unauthorized prescription drugs, nor should they consume such substances or have alcohol beverages or unauthorized drugs on their person. The abuse of legal (prescription) or over the counter drugs is also prohibited. When circumstances suggest impairment, the student will be asked to submit to a drug screen or test of blood alcohol level.

Procedure:
- The circumstances suggesting impairment should be immediately reported to the Resident Director or the Division Chair by any individual who observes impaired behavior.
- The Director of Health and Safety will be apprised of the situation. If the student appears to be impaired, he/she will be removed from the environment immediately.
- Utilizing protocol established at OLOLRMC, the student should be escorted to the OLOLRMC Laboratory, Calais Health Industrial Medical Center for testing, or a nearby lab
- The student may not return to the program until the College is assured that the student is in compliance with the drug regulations and has a negative test.
- An In-State Laboratory in accordance with OLOLRMC Laboratory procedure can confirm positive drug tests.
- All laboratory results will be communicated to the Director of Health and Safety or college designee and will remain confidential in accordance with current policy.
• If the student has a confirmed positive test, he/she will be requested to submit additional information. The student may not return to the classroom or resident setting until cleared for continued enrollment.
• The student may be requested to undergo an evaluation by resource(s) approved by Our Lady of the Lake College. The student will be required to provide the Director of Health and Safety with properly executed release of information forms. The College must clear the student for continued enrollment.
• The student who has a confirmed positive test for illegal drug usage or the misuse of prescription drugs will be subject to disciplinary action up to and including dismissal.
• Failure of the student to comply with stated procedures will be subject to immediate dismissal.
• All actions taken under the authority of this policy shall be treated with confidentiality. Information related to test results and substance abuse evaluation shall be communicated on a strict "need to know" basis. Discussion and counseling will be conducted in a private and confidential manner in accordance with current counseling protocol.

Drug Testing Policy for Students
All students enrolled at Our Lady of the Lake College are subject to drug screening for reasonable suspicion or cause. All Our Lady of the Lake College students will be subject to initial, then random testing.

Procedure:
• When notified on a random basis, the student must submit to the test on the chosen day during the hours 8 a.m. - 4 p.m.
• Students to be tested will report to Calais Health Industrial Medical Center where they are required to sign a “consent and release” form for testing.
• Calais Health Industrial Medical Center personnel will initiate a chain of Custody/Test Requisition form that will be coded with the student's code number and not identifiable by name. (Note: The Laboratory will only accept requests for drug testing when the appropriate Chain of Custody/Test Requisition form is completed.)
• The Laboratory will take possession of the Chain of Custody/Test Requisition form and initiate all activities associated with the drug-testing program in accordance with their departmental policy. A procedure is established by the Laboratory, to ensure that the specimen tested is, in fact, that of the student.
• An In-State Laboratory, in accordance with OLOLMC Laboratory procedure can confirm positive drug tests.
• All laboratory results will be communicated to the Coordinator of Health and Safety or college designee and will remain confidential in accordance with current policy.
• If the student has a confirmed positive test, the College will request that the student provide additional information. The student may not return to the classroom or resident setting until cleared for continued enrollment. The student may be requested to undergo an evaluation by resource(s) approved by OLOL College. The student will be required to provide the
College with properly executed release of information forms. The student must be cleared for continued enrollment before he/she can resume class or resident attendance.

- Failure of the student to comply with stated procedures will be subject to immediate dismissal.
- All actions taken under the authority of this policy will be treated with confidentiality. Information related to test results will be communicated on a strict "need to know" basis. Discussion and counseling will be conducted in a private and confidential manner in accordance with current counseling protocol.

**Conviction of a Felony**
Students convicted of committing a felony while enrolled at OLOL College MHA Program are subject to disciplinary action up to and including dismissal.

**Firearms and Weapons**
The unauthorized possession of firearms, knives or weapons is prohibited on OLOL-College campus and resident facilities. The possession of such weapons may result in disciplinary action up to and including dismissal.

**Falsification of Records/Information**
Each student is expected to complete all college and patient care records with accuracy and honesty. This includes but is not limited to, the MHA record, typhoon case count, incident reports, and resident case evaluations. Falsification of records will result in disciplinary action up to and including dismissal. If a preceptor requires a student to falsify a patient record or any other document, this will be considered harassment and the student will report this incident to the instructor and Chair immediately.

**Grounds for Disciplinary Action or Termination**
MHA students may be subject to disciplinary action for violation of policies at any of the following locations, but not limited to: OLOL College, MHA Program, hospital, or residency. The types of disciplinary action are as follows:

- **Administrative** – action taken for a violation not covered in didactic or residency policies
- **Academic** – action taken for a violation related to classroom work
- **Resident** – action taken for a violation related to resident work

**IV. PROGRAM SPECIFIC DISCIPLINARY POLICIES**

**Residency Unsatisfactory Policy**
Expectations Relating to Student Behavior in the Residency Setting:
Residency competency is the essential outcome of Our Lady of the Lake College MHA program. Graduates must meet the performance levels for the program’s terminal objectives. These skills are sequenced in the curriculum from simple to complex. Since residency performance is based
on the knowledge gained in the didactic portion of the program successful completion of related class work is prerequisite for residency participation

A summary evaluation between the student and the Residency Director occurs at the completion of each Residency Practicum. This evaluation provides the student with a summative assessment on all applicable terminal performance objectives. A written summative evaluation is discussed with each student. Students are provided the opportunity to evaluate the effectiveness of the residency site as a learning experience as well as the residency preceptors. Student may access the Instructor or Division Chair at any time with concerns about their residency performance.

Each student is expected to meet behavioral criteria outlined in the policies outlined in the MHA Handbook. A residency unsatisfactory will occur from any behavior that is not consistent with the course requirements, school policies, residency policies, and values of OLOL College. Unsatisfactory residency practice is evidenced by unprofessional or uncaring behavior and/or behavior which may jeopardize a patient’s physical and/or psychological safety.

Documentation of two (2) residency unsatisfactory behaviors during the MHA program is grounds for probation and/or dismissal from the program.

**Examples of Unsatisfactory Behaviors Include but are not Limited to:**

1. **Inability to maintain the behaviors identified:**
   - Failure to incorporate responsive behaviors in healthcare delivery.
   - Inappropriate behavior such as abusive language or disruptive behavior.

2. **Behavior inconsistent with course requirements:**
   - Failure to meet minimum criteria for performance
   - Incomplete or inadequate management planning
   - Failure to meet Dress Code (i.e. Lack of name badge or proper OR attire)

3. **Behavior inconsistent with residency policies:**
   - Failure to report on time
   - Prolonged lunch or breaks
   - Leaving the residency early without notifying the preceptor
   - Violation of institutional or departmental policies
   - Pattern of abusing leave (i.e. calling in before long weekends and holidays)

4. **Unprofessional behaviors**
   - Mistreatment of a patient, coworker, family members, community members and such
   - Failure to follow instructions or carry out assigned duties in residency area
   - Behavior inconsistent with the “Community Creed”
   - Behavior inconsistent with ACHE’s “Code of Ethics”
5. **Behaviors which may jeopardize safety**
   - Failure to notify supervisor of patient or equipment complication
   - Failure to notify preceptor and instructor of an incident

**Procedural Guidelines for Unsatisfactory Residency Behavior**
1. The student will be counseled by the residency instructor regarding the unsatisfactory residency behavior, and will notify the Instructor or Division Chair.
2. The Residency Director or coordinator will complete the MHA Program Residency Unsatisfactory Form.
3. The student, Residency Director and Division Chair will sign the form and it will be placed in the student’s file. Areas for improvement will be discussed with the student.

**Probation in Residency**

**Administrative Probation**
Administrative probation is a period of investigation into violation of an administrative policy or policy other than academic or residency.

**Residency Probation**
A student may be placed on residency probation for failure to comply with the residency policies as outlined in the MHA Handbook, school policies, residency site policies and values of the OLOL College.

Examples of behaviors that warrant residency probation include, but are not limited to:

**Grounds for Residency Probation**
- Unsatisfactory performance as demonstrated by three residency unsatisfactory days
- Plagiarism of management plan
- Falsification of residency evaluations
- Failure to report an incident
- Falsification of information
- Medication error (selection/dosage/administration)
- Residency incompetence threatening safety
- Suspected violation of drug/alcohol policy
- Failure to notify supervisor of patient or equipment complication

**Procedural Guidelines for Probation**
In the event that a faculty member, residency preceptor, or instructor finds that a student’s residency behavior and/or performance warrants residency probation as outlined above, then a recommendation is made to the Division Chair for residency probation.

Students on probation will meet weekly with the faculty member or Division Chair to discuss areas for improvement and to correct any deficiencies in order to be restored to non-probationary
status. The probationary period is a time when the student is put on notice of endangerment of his/her status in the MHA Program. The student is to report to his/her residency assignment during the period. Failure to meet the requirements of resolution of residency probation may result in dismissal from the program. At any time during the probationary period, the student may be suspended or terminated for cause.

**Procedure for Resolution of Residency Probation**  
At the conclusion of the probationary period, the instructor will recommend one of the following decisions:
- Removal of probationary status and return to full residency status
- Extension of the probationary period
- Termination from the program

The Division Chair and instructor will meet with the student and provide written notice of the decision.

**Suspension**  
**Suspension with or without Probation**  
A student may be recommended for suspension from residency practice for up to a 5 day period. Recommendation for suspension may be made by any of the residency faculty, but final approval is by the Division Chair and Residency Director.

**Grounds for Suspension**  
Grounds for suspension are the same as grounds for probation.

**Grounds for Immediate Termination**  
A student may be terminated without a probationary period for failure to maintain the behaviors identified in the Core Performance Standards. Examples of unsatisfactory behaviors include, but are not limited to:
- Failure of any course (below a C) in the curriculum
- Failure to follow direct orders from residency faculty in the residency area
- Refusing a random drug test
- Theft of hospital or college property
- Present in the classroom or working in the residency area under the influence of alcohol, illegal substances, any controlled substance not prescribed by a physician, or abuse of a controlled substance prescribed by a physician
- Use of un-prescribed or illegal substances at any time
- Positive drug screen for alcohol, unprescribed controlled substance, or illegal substances while in classroom or residency area
- Falsification of documents or medical records
- Physical or verbal abusive behavior in the classroom or the clinical area
- Level of incompetence threatening safety
Appeals and Due Process

Grade Appeals
Our Lady of the Lake College recognizes that grades should represent a fair and equitable evaluation of how well students have achieved the expected learning outcomes of a course, an assignment, an exam, or an activity. Students have the right to know how their work in a course will be evaluated and how those evaluations will determine the course grade. The following information should be available to students in every course, from the first class day:

- In the department syllabus and/or instructor’s supplement to the department syllabus:
  - Explanation of how the final course grade will be determined
  - Due dates for any work that will be evaluated
  - Explanation of how and when graded work will be returned to students and how students can monitor their course performance
  - Guidelines for discussing a grade if the student thinks it is inaccurate
- In the department syllabus and/or as part of the assignment or activity that will be evaluated:
  - The criteria that will be used to evaluate the assigned work

Appeals of exam, assignment, or activity and final course grades must be made no later than one (1) week after the grade is posted on the course management system or returned to the student, unless the course syllabus stipulates different guidelines. In all cases, the appeal process must begin with a discussion of the grade between the student and the instructor. If the discussion does not resolve the issue, the student may continue the appeal process. For further details, contact the Division Chair or access a copy of the policy and form by clicking here.

Academic Grievance
An academic grievance refers to any student complaint relating to academic issues associated with course or classroom instruction with the exception of grade issues. Please refer to the Section 1.10.3 of the OLOL College Student Handbook for more information.

Students who feel they have an academic grievance (non-grade related) should first discuss the problem with the faculty member involved. If, following the discussion with the faculty member, the situation is not satisfactorily resolved the student should discuss the grievance with the program Chair.

If the matter has not been resolved at that level, the student should take the issue to the School Dean. If discussion at the Dean’s level still leaves the issue unresolved, a written statement of the grievance to the appropriate Vice President will be required. Please refer to the Section 1.10.3 of the OLOL College Student Handbook for more information.

Due Process Appeal:
Every student has the right to due process in the determination of course grades. Due process rights are defined as:

- Publication of grading criteria within the course syllabus
Publication of assigned dates for exams and other graded course requirements
Provision of instructions and/or a grading rubric on exams and other assignments
Timely notification of course grades via Moodle and/or WebServices, and/or return of assignments (“timely” is defined as posting of exam grades within one week of completion or in the case of other graded assignments, posting of grades within the time frame specified by the instructor in the assignment instructions)

If a student believes that her/his due process rights have been usurped, she/he will follow OLOL College due process procedure.

Academic Probation and Program Dismissal:
A student who earns either a D and/or an F must repeat the course(s). The student must have successful completion of the subsequent course(s) in order to progress in the program.

Advisement by either by the Division Chair or a designee is recommended so that a plan of action can be put into place to help ensure the student’s success.

A student, who fails a MHA course (grade of D, F, or Fail) or accrues a total of two (2) C’s in MHA courses, or the cumulative GPA falls below 3.0 at any time during the program, will be placed on probation.

Once in probation, the student will have to repeat these courses where they earned a C, D, F and/or Fail grade before progressing onto other coursework. For a student who is placed on probation due to cumulative GPA below 3.0, probation may be lifted if the student achieves 3.0 or higher GPA in immediate semester after probation. If the student fails to achieve 3.0 or higher GPA in two consecutive semesters following the academic probation, the student will be terminated from the MHA program.

In order to achieve progression status and be in good academic standing, the student must:

- Maintain enrollment in the MHA curriculum sequence; and
- Achieve and maintain a 3.0 cumulative GPA in all courses in the curriculum.
- fulfillment the requirements to lift academic probation, if the student is on academic probation.

Failure to earn a B or better in all subsequent courses after the student is placed on academic probation could result in program dismissal and will be ineligible to progress.

Program dismissal is final and may not be appealed.

If the student continues to be unsuccessful, dismissal would be at the discretion of the Division Chair. Once a student is dismissed, there is no re-entry into the program.
Academic probation also occurs if the student’s GPA falls below 3.0 (irrespective of Cumulative GPA) while in the program.

V. DISTANCE EDUCATION POLICIES

Distributed learning expectations are outlined for students, faculty and support staff for distance education environments. Please refer to the College website for the most current expectations at: http://www.ololcollege-edu.org/content/academic-programs-distributed-learning-responsibilities-expectations.

It is also important to prepare students to be technologically sophisticated with the use of computers and computerized research. To that end, all students entering the Master’s program in Health Administration is required to have a laptop computer that can access the College's and any other wireless network for connectivity purposes. These computers will be used for composing writing assignments of various kinds, research, data analytics, possible in-class participation and other computer related interactions.

These are minimum specifications:

- At least a dual-core 2.0 GHz processor
- A 256 GB or larger hard drive
- A CD-ROM or DVD-ROM drive
- At least 2 GB of RAM (memory), but 4GB of RAM is recommended
- Software/application for word-processing, presentation, spreadsheet, and web browsing (Microsoft Office* to include at least Word, Excel and PowerPoint, Google docs, etc.)
- You may want to consider some added options, such as an extra battery, a security cable and/or theft insurance.

Note the following:

1. Only SPSS runs on Windows and Apple. All others run on Windows only. Even the Excel add-ons like 'StatTools' runs in Windows only.

2. Advance statistical analysis can be done on Excel, but the formulas are hard and long. All analysis can't be done in Excel only.
3. Students need to learn Excel as much as possible. Also, students should get familiar with at least one statistical software.

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**Financial Aid Cost of Attendance Budget - Computer Allowance**

Students receiving financial aid may request a cost of attendance budget computer allowance. However, **a computer allowance budget increase does not guarantee an aid increase.** The computer allowance amount varies on an annual basis and computer type. For more information regarding the computer allowance request process, please contact the Office of Financial Aid at (225)768-1714 or Financial.Aid@ololcollege.edu.