ASU College of Health Solutions

Arizona State University

GRADUATE STUDENT HANDBOOK

Master of International Health Management (MIHM)

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Updated July 2019

Student Handbook
This handbook is a guide and initial resource for graduate students admitted to the Master of International Health Management (MIHM) program. Students are also encouraged to consult with support staff within the College. The primary reference for graduate students on rules and regulations is the Arizona State University Graduate College website and manual.

Once admitted to the MIHM graduate program, students have access to the MIHM Graduate Student Learning Management System (LMS) organization, where they will be able to find many of the materials in this handbook. Admitted students can access the site through MyASU.

Graduate Education requirements define the basic policies for obtaining a degree from ASU; these policies can be found on the ASU Graduate College website. MIHM has several additional requirements, beyond the standard ASU policies identified in this handbook.

The Master of International Health Management and the PLuS Alliance
The Master of International Health Management advances the core principles of the PLuS Alliance by developing solutions to global challenges and generating social impact in health and health care. This graduate degree program is offered by Arizona State University in partnership with the University of New South Wales in Sydney, Australia. It offers a fully integrated online program taught across both the privatized and public health care systems – ideal for those seeking a career in international health systems management. All students will complete core coursework in health care management and finance and comparative health systems, then select a four-course track focusing on health informatics, quality improvement in health care, health economics, or hospital management. Four elective courses further strengthen skills in these tracks, or in disciplinary areas of student interest. Finally, students complete a portfolio at the end of the degree program to demonstrate mastery of concepts.

Student Responsibilities
Students enrolled in the MIHM are expected to observe policies expressed in this handbook as well as academic policies of Arizona State University. Above all, we expect each student to maintain a high level of academic integrity. Each student must act with honesty and integrity and must respect the rights of others in carrying out all academic assignments. The policies that our program abides by include the student academic integrity policy, the student code of conduct and the misconduct in research policy of ASU. We require students to review and observe these policies described in the Board of Regents Policy Manual.

Other information concerning administrative procedures and University policies can be viewed here.

We expect students to be accountable for the policies defined above. Violations of a the Graduate College, MIHM, College of Health Solutions, or Arizona State University policy will result in academic review and may result in disciplinary procedures.

Academic Integrity

Graduate students are expected to be ethical in their multiple roles as students, researchers, teachers or supervisors of undergraduate students, and representatives of the College and University. When in doubt about appropriate conduct, students should consult a faculty mentor to seek clarification. Breaches of academic integrity include, but are not limited to, the following:

- Engaging in any form of academic deceit, e.g., referring to materials, sources, or devices (camera phones, text messages, crib sheets, solution manuals, materials from previous classes, or commercial research services) not authorized by the instructor for use during an evaluation or assignment;
- Providing inappropriate aid to another student in connection with any evaluation or assignment;
- Engaging in plagiarism by using the ideas, words, or data of another person or persons without full and appropriate attribution;
- Engaging in plagiarism by claiming credit for the ideas, words, or data of another person or persons, or submitting work done by another as one's own;
- Failing to follow ethical procedures for research involving human subjects, such as violating participants' confidentiality, or failing to maintain confidential or sensitive research data in a secure location;
- Knowingly using data that do not meet appropriate standards for reliability and validity;
- Engaging in a romantic relationship with an undergraduate student whom you supervise or evaluate in a classroom or research setting;
- Falsifying or misrepresenting hours or activities in relationship to a project or program-related learning experience;
- Repeatedly failing to meet commitments and responsibilities, such as chronically missing deadlines, or failing to provide work promised to colleagues; and
- Behaving in a way that reflects poorly on the program or University while conducting research or participating in community activities as a representative.

MIHM has a zero-tolerance policy for any form of academic malfeasance. Penalties for unethical behavior range from being placed on academic probation to dismissal from the program. Additional information about academic integrity policies of the University is available on the Student Rights and Responsibilities [website](). Graduate College information regarding academic integrity is available on the Academic Integrity [website]().

Sexual Harassment

The university prohibits sexual harassment by employees and students and will not tolerate sexual harassment that interferes with an individual's work or educational performance or creates an intimidating, hostile, or offensive working, learning, or residential environment. Additional information can be found [here]().

Campus Safety
To report an emergency on campus, students can simply dial 911 or use one of the emergency call boxes found on campus. Non-emergency ASU Police or campus- safety matters should be directed to 480-965-3456. ASU has an opt-in, text-message alert system by which students can choose to receive a text message from ASU in times of an emergency. Safety resources and contacts, such as Counseling Services, Police, and Safety Escort Services, can be found [here](#).

Tuition and Fees
Students can find up to date information on tuition and fees [here](#).

Financial Support
Students should visit the Graduate College site and other links for funding resources:

- The [ASU Financial Aid Office](#)
- Finance Your Education: [ASU Resources](#)
- [National Science Foundation Graduate Research Fellowship Program](#)
- [National Institutes of Health Grants](#)
- National Research Service Award (NRSA) [Research Training Grants and Fellowships](#)
- [Federal Student Aid](#) (Student Loans)
- [Working at ASU](#)

FACULTY

Swapna Reddy, JD, DrPH(C)	Clinical Assistant Professor
Raina McIntyre (UNSW), PhD	Professor, Head of School
Lois Meyer (UNSW), PhD	Senior Research Fellow
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Keith Lindor, MD	Professor
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Maria Grando, PhD	Assistant Professor
Dongwen Wang, PhD	Professor
Matthew Scotch, PhD, MPH	Associate Professor
Adrienne White, MS	Lecturer

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Additional University Resources

[Bookstore](#)
[Campus Health Services](#)
[Career and Professional Development Services](#)
[Counseling and Consultation](#)
[Disability Resource Center (DRC)](#)
[Graduate Admissions Office](#)
[Graduate College - Current Student Academic Resources](#)
[Graduate College - Format Evaluation](#)
[Graduate and Professional Student Association](#)
[Graduation Office (Registrar)](#)
[International Student Office](#)
[MyASU](#)
[Parking and Transit Services](#)
[Records (Academic)](#)
[Residency](#)
[Scholarship Office](#)
[Student Accounts (Student Business Services)](#)
[Student Employment](#)
[Student Financial Assistance](#)
[Student Recreation Complex](#)
[Sun Card Office](#)
[Sun Devil Ticket Office](#)
[Testing Services, University](#)
[University Housing](#)
[University Technology Office](#)

ASU Graduate College Polices on Academic Progress
Students in the MIHM program are subject to ASU Graduate College Policies. ASU defines the basic requirements for obtaining a graduate degree in the ASU Graduate Policies and Procedures document.

Please note that the ASU Graduate College requirements for satisfactory academic progress may be insufficient to meet the MIHM program requirements for satisfactory academic progress. Where applicable, MIHM program policies supersede policies set forth by the Graduate College. For reference, ASU Graduate College policies on satisfactory academic progress are provided here.

Continuous Enrollment

Once admitted to a graduate degree program or graduate certificate program, students must be registered for a minimum of one credit hour during all phases of their graduate education, including the term in which they graduate. This includes periods when students are engaged in research, conducting a doctoral prospectus, working on or defending theses or dissertations, taking comprehensive examinations, taking Graduate Foreign Language Examinations, or in any other way utilizing university resources, facilities or faculty time.

Registration for every fall semester and spring semester is required. Summer registration is required for students taking examinations, completing culminating experiences, conducting a doctoral prospectus, defending theses or dissertations, or graduating from the degree program.

To maintain continuous enrollment the credit hour(s) must:

- Appear on the student's Plan of Study, OR
- Be research (592, 792), thesis (599), dissertation (799), or continuing registration (595, 695, 795), OR
- Be a graduate-level course.

Grades of "W" and/or "X" are not considered valid registration for continuous enrollment purposes. "W" grades are received when students officially withdraw from a course after the drop/add period. "X" grades are received for audit courses. Additionally, students completing work for a course in which they received a grade of "I" must maintain continuous enrollment as defined previously. Graduate students have one year to complete work for an incomplete grade; if the work is not complete and the grade changed within one year, the "I" grade becomes permanent. Additional information regarding incomplete grades can be found at asu.edu/aad/manuals/ssm/ssm203-09.html.

Program Policies on Academic Progress

Standards Committee
The MIHM Standards Committee will consist of appointed faculty members in the degree program and/or college. Duties of the Standards Committee include:

- Review the performance of all graduate students in the MIHM that fail to make satisfactory academic progress or violate academic integrity expectations.
- Make recommendations to address students' unsatisfactory academic progress or breach of academic integrity. Recommendations may include but are not limited to:
  - Develop a remediation plan (including a timeline for completion);
  - Place a student on academic probation;
  - Recommend dismissal of a student from the program.
- Provide leadership with written notice of any recommendation to dismiss a student from the program.

Satisfactory Academic Progress
Per Graduate College guidelines, graduate students must maintain a minimum 3.00 grade point average (GPA) to maintain satisfactory academic progress and to graduate. Students whose cumulative GPA falls below 3.00 are placed on academic probation, receive an advising hold on their account, and are required to complete an academic performance improvement plan. If students are unable to raise the GPA to a 3.00 within nine credit hours or one year (whichever comes first), the program standards committee may recommend the student for dismissal from the program.

Consequences of Unsatisfactory Academic Progress (Academic Probation and Recommendation for Dismissal)
The Standards Committee will review the academic record of any student who fails to make satisfactory academic progress and make appropriate recommendations. Note that students in the MIHM program are subject to the Graduate College policies as well as the College of Health Solutions (CHS) policies. Specific recommendations made by the MIHM Standards Committee and the consequences listed below are above and beyond the policies set forth by the Graduate College.

1. A student whose GPA falls below 3.0 will be on academic probation. During academic probation, the student will be permitted to continue coursework. However, if a student's GPA falls below 3.0 for a total of three 7.5-week sessions (whether or not they are consecutive) or the student is unable to earn a cumulative GPA of 3.0 or higher by the time he/she completes the next two sessions in which he/she is enrolled, the student's academic progress will be deemed unsatisfactory, and he/she will be recommended for dismissal from the program.

   Although a single instance of a grade below "C" in an academic course may be permissible, that grade may not be included in the Plan of Study. Therefore, if a student receives a single grade below a "C," he/she must retake the course and earn a grade of

"C" or higher. A student who receives a second grade below "C," regardless of whether or not he/she has retaken a course, will NOT be permitted to continue coursework as scheduled and will be recommended for dismissal from the program. Example:

- A student earns a "D" in a course and retakes it and earns a "B."
- He/she later earns a "D" in another course.
- This student will have obtained a second grade below "C." Therefore, the student will NOT be permitted to continue coursework as scheduled and will be recommended for dismissal from the program.

2. Although "C's" are permitted within the program, the maximum number of courses allowed to appear on the iPOS with grades below "B-" is two.

   A student who receives a grade below "B-" in more than one course on the iPOS will be placed on academic probation. During academic probation, the student will be permitted to continue coursework. However, if a student receives a third (or more) grade below a "B-," he/she will be recommended for dismissal from the program. For the purposes of this calculation, a course that was retaken (because a grade below "C" was obtained) will be counted. Example:

   - A student earns a "D" in a course and retakes it and earns a "B."
   - He/she later earns a "C" in another course.
   - This student will have the maximum number of courses with a grade below "B-" that are allowed by the program. Therefore, if the student obtains a third grade below "B-," he/she will NOT be permitted to continue coursework as scheduled and will be recommended for dismissal from the program.

3. Once a student has been placed on academic probation, he/she will remain on academic probation while continuing coursework in the program and will only be removed from academic probation upon successful completion of all degree requirements.

Dismissal from the MIHM Program
The Standards Committee may recommend that a student be dismissed from the program for any of the reasons listed in the *Consequences of Unsatisfactory Academic Progress* section of this handbook. Additional reasons for dismissal from the program include:

- Two (or more) separate instances of unsatisfactory academic progress, regardless of the session(s) in which the poor performance occurred.
- A single violation of academic integrity which includes, but is not limited to: cheating, fabrication, tampering, plagiarism, or aiding and/or facilitating such activities.

At the graduate level, it is expected that students are familiar with these issues and each student must take personal responsibility for his/her work. In addition, graduate students are expected to follow university guidelines related to the Student Code of

Conduct. University policies related to academic integrity and code of conduct are available in the Office of Student Life. Conduct prohibited by the Arizona Board of Regents Student Code of Conduct can be found online.

- Seriously compromising the relations of the program with the Public.
- Breaches of ethical judgment or professional responsibility.
- Serious instances of personality or character traits inappropriate for the professional roles for which the student is attempting to prepare.
- Periods of absence during a semester without the endorsement of the program.

The student, College leadership, the Standards Committee, and the Vice Provost for Graduate Education will be notified in writing of any recommendation for a student to be dismissed from the program, per Graduate College guidelines.

Appealing Dismissal from the MIHM
Students may appeal a decision for dismissal from the program to the College of Health Solutions Academic Standards and Student Grievance Committee by submitting a letter to the Graduate Coordinator at CHSGrad@asu.edu within 10 business days of the date of the letter of dismissal. The letter of dismissal will include instructions for how to submit an appeal and the steps associated with the dismissal process.

Academics

Plan of Study (iPOS)
The Plan of Study (iPOS) is a formal plan to meet degree requirements. The iPOS is an agreement that work specified on the iPOS will be sufficient for the degree.

Students are encouraged to submit the iPOS upon beginning the MIHM program but are required to submit the iPOS online when 50% of the minimum credit hours for the degree being pursued have been completed.

A Plan of Study (iPOS) must be filed online via MyASU with the Graduate College. It includes all courses to be taken, as well as the student's Faculty Advisor (e.g. Program Coordinator). An approved Plan of Study must be on file before a student can apply to graduate.

See this helpful guide.

Grades

The Graduate College assigns a general grading policy for all students attempting a graduate degree. With the exception of the Capstone coursework, for which (+) or (-) grades do *not* apply, grades in the MIHM program are assigned as follows:

Grade	Graduate Definition	Value		Grade	Graduate Definition
A	Excellent	4.00		I	Incomplete
A−		3.67		X	Audit
B+		3.33		Y	Satisfactory
B	Good	3.00		Z	Course in progress***
B−		2.67			
C+		2.33			
C	Passing	2.00			
D	No Graduate Credit				
E	Failure	0.00*			

*This grade cannot be applied to a graduate degree but is included in the calculation of a grade point average.

**This grade is given whenever a student officially withdraws from a class.

***This grade is usually given pending completion of courses such as research, thesis, dissertation or practicum. All grades of "Z" must be changed to "Y" before graduation.
A grade of "P" (pass) in a 400 or higher level course may not appear on a Plan of Study. Grades of "D" or "E" cannot be used to meet the requirements for a degree although they are used to compute the grade point averages. A student receiving a grade of "D" or "E" must repeat the course in a regularly scheduled (*not* an independent study) class if it is to be included in the Plan of Study. However, both the "D" or "E" and the new grade are used to compute the grade point averages. Grades on transfer work will not be used in computing grade point averages. In addition, no more than two grades below "B-" can appear on the Plan of Study for students in the program.

Incomplete Grade

The College of Health Solutions will consider an incomplete grade request when the following factors are present:

- The student has been completing acceptable work (grade of C or better) and has completed 80% of the course.
- The student is unable to complete the course due to illness or conditions beyond the student's control.
- The student can complete the unfinished work with the same instructor.

Students have up to one calendar year to finish incomplete work. If a student does not complete the missing coursework by the date that is agreed upon on the incomplete request form, the instructor may change the grade to what was earned based on the work completed in the class. If the coursework is not completed after a calendar year, the incomplete becomes permanent. Repeating a class in which an incomplete is awarded will

not replace the "I" on the student's transcript. Students must complete the incomplete request form and submit it to their instructor for review and processing.

Advising
To ensure that academic programs run as smoothly as possible, students should consult with their Graduate Coordinator prior to registering for classes each semester. Coursework is ultimately reviewed and approved when the iPOS is submitted and approved.

Application for Graduation
Students should apply for graduation during the semester of planned graduation and must apply no later than the date specified at the Graduate College website dates specified. Students can apply for graduation online through My ASU or in-person through the ASU Graduation Office, located in the university registrar services locations.

The MIHM Curriculum – 30 credit hours

All students must complete the following core coursework (6 credit hours)
- HCD 532 Health Care Management and Finance
- HCD 537 (PHCM 9471) Comparative Health Care Systems

Students select one of the following tracks (12 credit hours)
1. Hospital Management
    a. HCD 510 High-Value Patient Centered Care
    b. HCD 570 Process Engineering
    c. HCD 527 (PHCM 9411) Health Care Economics and Financial Management
    d. HCD 547 (PHCM9701) Health Leadership and Workforce Management

2. Hospital Infection Control – coursework delivered by UNSW
    a. HCD 557 (PHCM 9748) Clinical Governance and Risk Management
    b. HCD 567 (PHCM 9782) Current Challenges in Infectious Diseases
    c. HCD 577 (PHCM 9787) Infection Prevention/Control in Healthcare Setting
    d. HCD 587 (PHCM 9788) Infectious Diseases Intelligence

3. Health Economics
    a. HCD 502 Health Care Systems and Design
    b. HCD 511 Health Economics, Policy, and Payment Models
    c. HCD 517 (PHCM 9440) Economic Evaluation in Health Care
    d. HCD 527 (PHCM 9411) Health Care Economics and Financial Management

4. Quality Improvement in Health Care
    a. HCD 510 High-Value Patient Centered Care
    b. HCD 570 Process Engineering
    c. HCD 547 (PHCM9701) Health Leadership and Workforce Management
    d. HCD 557 (PHCM 9748) Clinical Governance and Risk Management

5. Health Informatics – coursework delivered by ASU
   a. BMI 515 Applied Biostatistics in Medicine and Informatics
   b. BMI 601 Fundamentals of Health Informatics
   c. BMI 603 Health Informatics Database Modeling and Applications
   d. HCD 502 Health Care Systems and Design

Students select 4 elective courses (12 credit hours)
Electives delivered by ASU
BMI 601 Fundamentals of Health Informatics
BMI 603 Health Informatics Database Modeling and Applications
HCD 502 Health Care Systems and Design
HCD 510 High-Value Patient Centered Care
HCD 511 Health Economics, Policy, and Payment Models
HCD 520 Population Health
HCD 521 Law and Health Promotion
HCD 540 Seminar in Science of Health Care Delivery
HCD 570 Process Engineering
HCD 590 Reading and Conference - Independent Study

Electives delivered by UNSW
HCD 557 (PHCM 9748) Clinical Governance and Risk Management
HCD 567 (PHCM 9782) Current Challenges in Infectious Diseases
HCD 577 (PHCM 9787) Infection Prevention and Control in the Healthcare Setting
HCD 587 (PHCM 9788) Infectious Disease Intelligence
PHCM 9082 Advanced Health Economics and Financial Management
PHCM 9108 Program Design and Evaluation
PHCM 9331 Ethics and Law in Public Health
PHCM 9381 Policy Studies
PHCM 9391 Strategy, Policy and Change
PHCM 9411 Health Care Economics and Financial Management
PHCM 9440 Economic Evaluation in Health Care
PHCM 9443 Health Economics and Financing for Developing Countries
PHCM 9605 International Health
PHCM 9606 Reproductive, Maternal and Children's Health
PHCM 9621 HIV/AIDS: Australian and International Responses
PHCM 9662 Health Aspects of Crises, Emergencies and Disasters
PHCM 9731 Outbreak Investigation
PHCM 9781 Evidence-Informed Decision-Making
PHCM 9784 Tropical Disease Control

Course availability in progress

Final Culmination (Digital) Portfolio

Students must complete a Final Digital Portfolio in order to graduate from the program. The Final Digital Portfolio is comprised of a resume and personal statement, as well as an example of an exemplar written assignment from each of the ten (10) courses in the MIHM program, with the exception of HCD 537 (PHCM 9471) in which two (2) assignments are required. Details below:

Students must include the following three (3) specific writing assignments in their Final Digital Portfolio.
1. HCD 537 (PHCM 9471) Comparative Health Care Systems, *Essay comparing two healthcare systems*
2. HCD 537 (PHCM 9471) Comparative Health Care Systems, *Journal Club assignment*
3. HCD 532 Health Care Management and Finance, *Management Analysis assessment*

In order to successfully complete the Final Digital Portfolio component of the MIHM, students must receive a minimum overall rating of 3 – Competent.

Portfolio Rubric Rating Scale
4-Proficient (equivalent to grade of A): Demonstrates exceptional critical and written reflective understanding and exceptional growth; exceeds minimum requirements (ex: includes relevant content beyond program competencies to demonstrate breadth and depth)
3-Competent (equivalent to grade of B): Demonstrates appropriate reflective understanding and adequate growth; exceeds minimum requirements (ex: includes program-specific content)
2-Developing (equivalent to grade of C): Demonstrates basic reflective understanding and marginal growth; includes minimum requirements
1-Aware (equivalent to grade of E): Demonstrates limited or no reflective understanding and limited or no growth

Master of International Health Management Digital portfolio rubric

Basic components	1	2	3	4	Notes
Organized structure and format					
Professional writing free of grammar and punctuation errors					
Professional appearance					
Professional components	1	2	3	4	Notes
Curriculum vita					
Personal statement					
MIHM competencies	1	2	3	4	Notes
Articulate the influence of international health systems design on individual and population health outcomes (ex: health care access and affordability).					

Effectively communicate in written form the value of person- and population-centered health care in a changing global health care environment (ex: adapting to varying health care financing models).					
Integrate evidence-based financial principles toward improved individual and population health outcomes (ex: leadership strategies in change management).					
Overall digital portfolio rating	1	2	3	4	Notes

For each 1-2 rating, identify the specific sub-standards or elements that need attention.
Explain what is required to obtain a 3 or 4 rating.

Online Students
Online students are encouraged to follow either a 12-month (full-time) plan of study, or a 24-month (part-time) plan of study in order to successfully complete the program in a prescribed length of time. Full-time students take two courses per session, part-time students take one course per session.

Consult the LMS site to create a sample plan of study based upon the session and term you started the program. Instructions for completing and submitting the iPOS are available here. You can find additional details regarding the portfolio project here.

Failure to adhere to the plan of study will likely result in delayed graduation; courses are not offered each session, or even each semester. Please consult with the Graduate Coordinator to discuss any deviation from the prescribed plan of study for the term and session the program was started.