

ASU® College of
Health Solutions
Arizona State University

Master of Science (MS) in the Science of Health Care Delivery

Graduate Student Program Handbook 2020

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SECTION 1: PROGRAM OVERVIEW

1.1: MS in the Science of Health Care Delivery Program Handbook

This handbook is a guide and initial resource for graduate students admitted to the M.S. in the Science of Health Care Delivery in the College of Health Solutions. 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](#).

Once admitted to the SHCD graduate program, students have access to the SHCD Graduate Student Canvas organization, where they will be able to find many of the materials in this handbook. Admitted students can access the site through their [My ASU](#).

Graduate College requirements define the basic policies for obtaining a degree from ASU; these policies can be found on the ASU Graduate College [website](#). SHCD has several additional requirements, beyond the standard ASU policies, that are identified in this handbook.

1.2: The Science of Health Care Delivery

The science of health care delivery is an interdisciplinary research field that focuses on collaboration among current and future health care workers to systematically address the critical and complex needs of the health care system. Through the interdisciplinary study of population health, patient-centered care, health economics, policy, data analytics and leadership, students gain the skills necessary to achieve value-based health care in pursuit of the Triple Aim. All programs are specifically designed to meet the needs of students from various backgrounds and experience levels including entry-level, gap-year medical students, as well as those with extensive and ongoing careers in the health care field.

1.3: SHCD Faculty

SHCD faculty can be found [here](#).

SECTION 2: STUDENT RESPONSIBILITIES

2.1: Student Responsibilities

Students enrolled in the M.S. in SHCD 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](#).

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

2.2: 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 School 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;
- Failing to meet responsibilities to undergraduate students, such as failing to provide assistance during designated office hours;
- Engaging classroom or research setting; in a romantic relationship with an undergraduate student whom you supervise or evaluate in a
- Falsifying or misrepresenting hours or activities in relationship to a Capstone or other 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 of the program.

The Science of Health Care Delivery program 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 [web site](#). Graduate College information regarding academic integrity is available on the [Academic Integrity](#) website.

SECTION 3: ACADEMICS

3.1: 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 SHCD program, but are required to submit the iPOS no later than when they complete 50% of the minimum credit hours for the degree being pursued have been completed.

A Plan of Study (iPOS) must be filed online via My ASU with the Graduate College. It must include all courses to be taken, as well as the Program Director for the program listed as the mentor. An approved Plan of Study must be on file before a student can register for the culminating experience (HCD 550 Capstone).

The Science of Health Care Delivery program adheres to all Graduate College policies related to

academics and the Plan of Study.

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. Each course is offered once per calendar year online, with the exception of the research and capstone courses.

Consult the Canvas organization for a sample plan of study based upon the session and term you started the program. Instructions for completing and submitting the iPOS are available in the Canvas Organization (accessed through My ASU), as well as at the Graduate College [website](#). 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 Support Coordinator to discuss any deviation from the prescribed plan of study for the term and session the program was started.

3.2: Required Core Courses

The core courses provide students from diverse backgrounds with a solid grounding in the transdisciplinary field of health care delivery. SHCD courses are offered once per calendar year, in both the online and the immersion programs. **Thus, failure to complete a required graduate course during the appropriate semester of enrollment may delay graduation.**

Total: 30 Credit Hours Required for graduation

Core course credit hours:

- HCD 602 Health Informatics for Health Care Professionals
- HCD 501 Biostatistics and Data Management (3)
- HCD 502 Health Care Systems and Design (3)
- HCD 511 Health Economics, Policy and Payment Models (3)
- HCD 520 Population Health (3)
- HCD 532 Health Care Management (3)
- HCD 570 Process Engineering (3)
- HCD 575 Leadership & Professionalism (3)

Required in sequential order, after completing at least 9 credits of core coursework:

- HCD 592 Research PART ONE (1)
- HCD 592 Research PART TWO (1)
- HCD 550 Capstone (1)

Elective options: *(choose at least one to achieve 30 credit graduation requirement)*

- HCD 510 High-Value Patient-Centered Care (3)
- HCD 521 Law and Health Promotion (3)
- HCD 540 Process Engineering for Health Care Quality & Safety (3)

3.3: SHCD Capstone

To complete the Master of Science in the Science of Health Care Delivery, all students must complete a final culminating experience. This capstone experience is comprised of 3 sequential courses, HCD 592 (Research PART 1), HCD 592 (Research PART 2), and HCD 550 (Capstone).

Successful completion of this capstone experience and the requirements outlined within their syllabi are required for graduation.

3.4 Courses Requiring Department Consent

The following courses require department consent for registration and are available EACH session of the year. These should be taken in sequence after completion of at least 9 credit hours:

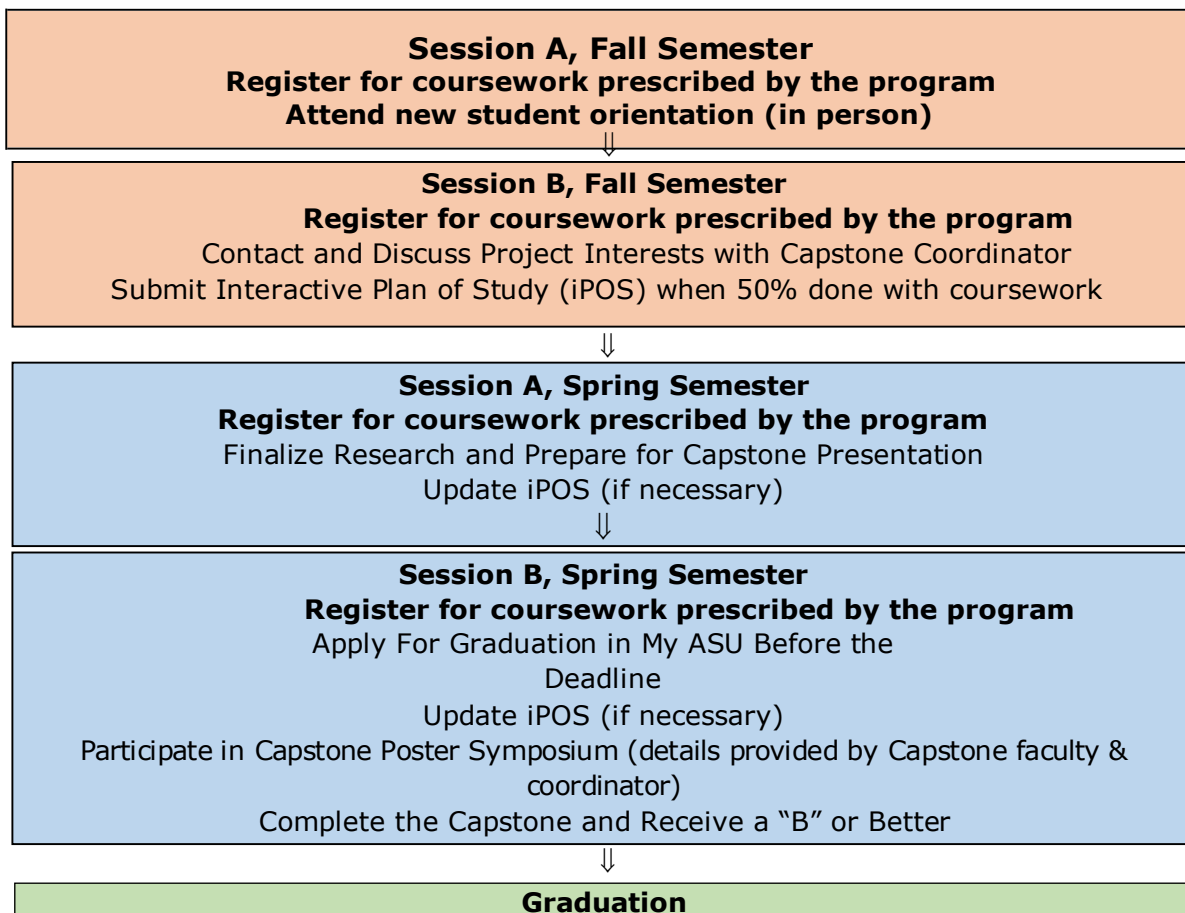
- HCD 592 (PART 1 and 2)
- HCD 550

Students must have approval from the Capstone Coordinator and have an approved iPOS before the student will be eligible for registration. The Graduate Support Coordinator provides the override necessary to register in these courses. Students must be in Good Academic Standing to register in any course that requires department consent.

3.5 Steps to Achieve the SHCD Master's Degree

In addition to the required coursework, additional steps to achieve an MS in SHCD are outlined below. The program is designed to be completed in 9 months in an immersion (on-ground) program, 12 months as a full-time online student, and 24 months if an online student is participating on a part-time basis.

IMMERSION (at the Downtown Phoenix Campus)



3.6: Grades & GPA Calculation

The University Registrar assigns a general grading policy for all students attempting a graduate degree. With the exception of the Capstone coursework (i.e. HCD 592/550), for which (+) or (-) grades do *not* apply, grades in the MS SHCD program are assigned as follows:

Grade	Graduate Definition	Value
A	Excellent	4.00
A-		3.67
B+		3.33
B	Good	3.00
B-		2.67
C+		2.33
C	Passing	2.00
D	No Graduate Credit	
E	Failure	0.00*

Grade	Graduate Definition
I	Incomplete
X	Audit
Y	Satisfactory
Z	Course in progress***

*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, please note, as described in the *Satisfactory Academic Progress in the M.S. SHCD Program* section of this handbook, no more than two grades below “B-” can appear on the Plan of Study for students in the program.

3.7: Advising

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

3.8: 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](#). Students are encouraged to apply for graduation online through their My ASU. An approved Plan of Study (iPOS) must be on file prior to submitting the application for graduation.

SECTION 4: GRADUATE COLLEGE POLICY ON ACADEMIC PROGRESS

Students in the M.S. SCHD program are subject to Graduate College Policies and College of Health Solutions (CHS) policies. ASU defines the basic requirements for obtaining a graduate degree in the [ASU Graduate Policies and Procedures](#) manual.

Please note that simply adhering to the Graduate College and CHS requirements for satisfactory academic progress may be insufficient to meet the M.S. SHCD program requirements for satisfactory academic progress. Where applicable, M.S. SHCD program policies supersede policies set forth by the Graduate College and the College of Health Solutions. For reference, the Graduate College policies on satisfactory academic progress are provided below.

4.1: ASU Graduate College Satisfactory Academic Progress

Graduate students must maintain a minimum 3.00 grade point average (GPA) to maintain satisfactory academic progress and be eligible to graduate. The minimum 3.00 GPA must be maintained on all GPA's [Plan of Study (iPOS) GPA, Overall Graduate GPA and Cumulative GPA]

4.1.i: The iPOS GPA is calculated on all courses that appear on the student's approved iPOS (with the exception of LAW and Transfer credits)

4.1.ii: Cumulative ASU GPA represents all courses completed as part of the graduate record at ASU.

4.1.iii: The Overall Graduate GPA is based on all courses numbered 500 or higher that appear on the transcript after admission to a graduate program or graduate non-degree-seeking. This includes shared coursework if in an approved accelerated bachelor's/master's program.

4.1.iv: Courses with grades of "D" (1.00) and "E" (0.00) cannot appear on the iPOS but will be included when calculating the Graduate and/or cumulative GPA. Courses with an "I" grade cannot appear on the iPOS.

4.1.v: All graduate students are expected to make systematic progress toward completion of their degree. This progress includes satisfying the conditions listed below, and achieving the benchmarks and requirements set by the individual degree programs as well as the Graduate College. If a student fails to satisfy the requirements of their degree program and/or the benchmarks outlined below, the student may be dismissed from their program based on the academic unit's recommendation to the Graduate College at which time the Vice Provost for the Graduate College makes the final determination.

4.1.vi: The below as well as all other Graduate College policies can be found in the [ASU Graduate Policies and Procedures](#).

4.1.vi.a: Maintain a minimum 3.0 for all GPA's.

4.1.vi.b: Satisfy all requirements of the graduate degree program.

4.1.vi.c: Satisfy the maximum time limit for graduation from the student's graduate degree program (six years for masters).

4.1.vi.d: Successfully pass comprehensive exams, qualifying exams, foreign language exams, and the oral defense of the proposal/prospectus for the thesis or dissertation. *(not applicable to this program)*

4.1.vi.d: Successfully complete the culminating experience.

4.1.vi.e: Graduate students must remain continuously enrolled in their graduate program. Failing to do so without a Graduate College approved Leave of Absence is considered to be lack of academic progress and may result in the Graduate College withdrawing the student from their program.

SECTION 5: SHCD PROGRAM POLICIES ON SATISFACTORY ACADEMIC PROGRESS

5.1: Satisfactory Academic Progress in the M.S. SHCD Program

To maintain satisfactory academic progress and remain eligible to graduate, students pursuing the M.S. degree in the Science of Health Care Delivery will be expected to meet the following requirements:

5.1.i: Per Graduate College guidelines, graduate students must maintain a minimum 3.00 grade point average (GPA) as outlined in section 4.1 above.

5.1.ii: Earn ONLY satisfactory grades throughout the program. Satisfactory grades are defined as a follows:

5.1.ii.a: All graduate coursework, *excluding* HCD 550: a grade of “C” or higher

5.1.ii.b: HCD 550 (Capstone): The Capstone course is held to a higher standard than other courses within the program; HCD 550 requires a grade of “B” or higher. Therefore, any grade below a “B” in HCD 550 is considered unsatisfactory.

NOTE: if a student *receives a single grade below a “C” in a core or elective course*, exclusive of HCD 550, he/she must retake the course and earn a grade of “C” or higher. If a student *receives a grade below a “B” in HCD 550*, he/she must retake the course and earn a grade of “B” or higher.

5.1.iii: Receive *no more than two* grades lower than a “B-” in courses that appear on the iPOS, *with the exception of the Capstone course* (a minimum grade of “B” or higher is required for HCD 550).

Note: Although “C’s” are permitted within the M.S. SHCD program, the maximum number of courses allowed to appear on the iPOS with grades below “B-” is two. Thus, should a student receive a third grade below “B-,” regardless of whether or not he/she has retaken a course and earned a higher grade, 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 “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 be recommended for dismissal from the program.

5.1.iv: Complete all required core courses as scheduled. If a student receives an incomplete (grade of “I”) in any course that appears on the iPOS, the student and course instructor must submit to the Program Director a mutually agreed upon written plan to complete the coursework by a specified date, not to exceed one calendar year. The student will be permitted to continue coursework. However, if the student does not complete the required course by the conclusion of the agreed upon time period, the grade in the course may become an “E.”

5.1.v: Maintain 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 career, 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.

5.2: Consequences of Unsatisfactory Academic Progress

The program will review the academic record of any student who fails to meet satisfactory academic progress and will make appropriate recommendations and a remediation plan for the student. Note: students in the M.S. SCHD program are responsible for adhering to all policies outlined by the Graduate College, the College of Health Solutions (CHS), and those of the Science of Health Care Delivery program.

5.2.i: Academic Probation and Recommendation for Dismissal

Students who fail to remain in *satisfactory academic standing*, as defined and outlined in section 5.1 of this document, will be:

- Placed on academic probation;
- Receive an advising hold on their account, and
- Required to complete an academic performance improvement plan

5.2.ii: Once placed on academic probation, the student must raise their cumulative GPA to a 3.00 AND meet the guidelines outlined in their remediation plan within nine credit hours or one year (whichever comes first), or the program may recommend the student for dismissal.

5.2.iii: 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 once the criteria outlined in their remediation plan have been met OR the student completes all degree requirements, whichever comes first.

5.3: Grade Appeals and Grievances

Grade appeals are heard based upon the nature of the appeal:

5.3.i: [Grade related appeals](#) should first begin by having a discussion with the instructor in question. If the issue remains unresolved the student may submit an appeal to the Program Director for their respective degree program. If the issue remains unresolved the student may then appeal to the College of Health Solutions Academic Standards and Student Grievance Committee.

5.3.ii: [Non grade-related appeals](#) should begin with a discussion between the student and instructor to discuss the grievance. If the matter remains unresolved the student may then petition their case to the College of Health Solutions Executive Director of Student Success.

5.3.iii: For additional information, including the appeal form, please click [here](#).

5.4: Dismissal from the M.S. SHCD Program

A student may be recommended for dismissal from the program for failing to meet the guidelines outlined in section 5.1 AND/OR section 5.2 of this document.

5.4.i: 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 and/or community partners.
- 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.

5.4.ii: The student, Program Director, CHS Standards and Grievance Committee members, and Vice Provost of the ASU Graduate College will be notified in writing of any recommendation for a student to be dismissed from the program.

5.4.iii: Students may appeal any decision for dismissal from the program by following these steps:

- **STEP ONE:** The student submits a formal letter of appeal addressed to the Program Director. The letter of appeal is then forwarded to the SHCD Program Director for review. The Program Director will review the appeal and report their decision to the student. If the student wishes to appeal the decision made by the SHCD Program Director, move to step two.
- **STEP TWO:** The student will have 10 days to send their appeal of the program level decision to the chair of the CHS Academic Standards and Grievance Committee. Upon receiving the appeal, the chair of the CHS Academic Standards and Grievance Committee will contact both the student and the program to request all materials related to the reason for dismissal from the program and reasons for appeal from the student. Materials must be received within 10 days of this request. At this point, a decision will be made through the following process:
 - The materials will be reviewed at the monthly CHS Academic Standards and Grievances Committee meeting.
 - After reviewing the materials, the committee deliberates and sends a recommendation to the Dean of CHS within 5 business days.
 - The Dean of the College of Health Solutions reads the committee recommendation and writes a letter giving his/her final disposition. The Dean

sends this letter to the chair of the CHS Academic Standards and Grievances Committee.

- The chair of the CHS Academic Standards and Grievances Committee forwards the Dean’s final disposition to the committee, the Program Director, and the student.

SECTION 6: TUITION AND FEES

6.1: Students can find the most up-to-date information on tuition and fees by clicking here.

6.2: Financial Support

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

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

SECTION 7: ADDITIONAL UNIVERSITY RESOURCES

10 Best Practices in Graduate Student Wellbeing
Bookstore
Campus Health Services
Career and Professional Development Services
College of Health Solutions Graduate Student Site
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
Graduate Wellness Resources
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

SECTION 8: CAMPUS SAFETY AND DISCRIMINATION POLICIES

8.1: 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](#).

8.2: 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. For safety resources and contacts, such as Counseling Services, Police, and Safety Escort Services, click [here](#).