



SCHOOL OF
BUSINESS AND PUBLIC
ADMINISTRATION

**HANDBOOK FOR STUDENTS
MASTER OF SCIENCE IN HEALTH CARE
ADMINISTRATION PROGRAM**

**DEPARTMENT OF PUBLIC ADMINISTRATION
CALIFORNIA STATE UNIVERSITY, BAKERSFIELD**

NOTE

This handbook was developed and approved by the faculty of the Department of Public Policy and Administration. However, it is not a substitute for the current catalog of the California State University, Bakersfield but may include descriptions that promote higher and/or additional standards. Students are to be familiar with the official University policies delineated in the catalog. Some sections of the University catalog may be quoted directly in this handbook, which is intended only as a supplement to the University catalog. The catalog is subject to change and revision during the current year and from year to year. See <http://www.csub.edu/catalog/> for the current edition.

SPECIAL THANKS

The Departments of Social Work and Biology have both developed Student handbooks that provided guidance, structural components, and in some cases materials for this handbook. The Department of Public Policy and Administration gratefully acknowledges the assistance.

During the 2017/18 academic year Komal Kahlon, a graduate student in the Master of Science Health Care Administration Program provide greatly appreciated assistance in updating and adding to the Handbook.

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Director, MS in HCA

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IMPORTANT TELEPHONE NUMBERS AND OFFICE LOCATIONS

PROGRAM RELATED

Department of Public Policy and Administration	(661) 654-3406	BDC 217
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BJ Moore, MS-HCA Program Director Email: bjmoore@csub.edu	(661) 654-3026	BDC A129
Belen Mendiola, Academic Advisor E-mail bmendiola@csub.edu	(661) 654-3099	BPA SSC
TBA, Administrative Support Coord. E-mail	(661) 654-3406	BPA A 217
Carmen Padilla, Admissions Coordinator E-mail cpadilla@csub.edu	(661) 654-6988	SA 7
Adrienne Silva, Coordinator of Grad. Programs for BPA	(661) 654-2757	BDC A 120
Kelly Proffer, International Admissions Coord.	(661) 654-6755	BDC C400

DEPARTMENT FACULTY

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California State University, Bakersfield

Academic Calendar 2019/2020

Fall Semester, 2019

April 02	Academic Advising for Continuing Students Begins (for Summer 2019 & Fall 2019)
April 22	Registration for Continuing Students Begins (for Summer 2019 and Fall 2019)
April 29	Academic Advising for New Students Begins (for Fall 2019)
April 29	Registration for New Students Begins (for Fall 2019)
May 17	Deadline to Apply for Fall 2019 Graduation (Graduates)
May 17	Deadline to Apply for Spring 2020 Graduation (Undergraduates)
Jun 12 - 13	Orientation for First-Time Freshmen (for Fall 2019)
June 24	Orientation for Transfer Students (for Fall 2019)
August 19	ALL FACULTY DUE ON CAMPUS
August 26	First Day of Classes
August 26	Schedule Adjustment Period Begins
September 02	HOLIDAY - Labor Day – Campus Closed
September 04	Last Day to Add Classes
September 04	Last Day to Change between Audit and Letter Grading
September 04	Last Day of Schedule Adjustment Period
September 23	Census Day
September 23	Last Day to Change between Credit/No-credit and Letter Grading
September 23	Last Day to Withdraw from Classes without a "W" being recorded
September 23	Deadline to Apply for Spring 2020 Graduation (Graduates)
September 23	Deadline to Apply for Summer 2020 Graduation (Undergraduates & Graduates)
September 23	Deadline to Apply for Fall 2020 Graduation (Undergraduates)
October 14	Academic Advising for Continuing Students Begins (for Spring 2020)
October 16	Campus-wide Emergency Evacuation Day
October 28	Registration for Continuing Students Begins (for Spring 2020)
November 04	Academic Advising for New Students Begins (for Spring 2020)
November 04	Registration for New Students Begins (for Spring 2020)
November 08	Last Day to Withdraw from Classes for a Serious and Compelling Reason
November 11	HOLIDAY - Veterans Day Observed - Campus Closed
Nov 28 - 29	HOLIDAY - Thanksgiving - Campus Closed
Dec 02 - 06	SOCI Week
December 10	Last Day of Classes
December 10	Last Day to Submit Completed Thesis / Dissertation
December 11	Reading Day
Dec 12 - 18	Examination Period
Dec 19 - 20	Grades Due

Fall Semester Break: December 23, 2019 - January 16, 2020

*In addition to our Fall Semester listed above, CSUB's **Extended Education** offers classes during **Winter Intersession**. The Intersession begins January 2, 2020 and ends January 17, 2020. **Call the Extended Education at (661) 654-2441** for detailed information regarding their course offerings and schedules*

California State University, Bakersfield

Academic Calendar 2019/2020

Spring Semester, 2019

September 23	Deadline to Apply for Spring 2020 Graduation (Graduates)
September 23	Deadline to Apply for Summer 2020 Graduation (Undergraduates & Graduates)
September 23	Deadline to Apply for Fall 2020 Graduation (Undergraduates)
October 14	Academic Advising for Continuing Students Begins (for Spring 2020)
October 28	Registration for Continuing Students Begins (for Spring 2020)
November 04	Academic Advising for New Students Begins (for Spring 2020)
November 04	Registration for New Students Begins (for Spring 2020)
January 17	ALL FACULTY DUE ON CAMPUS
January 20	HOLIDAY - Martin Luther King, Jr. Day - Campus Closed
January 21	First Day of Classes
January 21	Last Day of Schedule Adjustment Period
January 30	Last Day to Add Classes
January 30	Last Day to Change between Audit and Letter Grading
January 30	Last Day of Schedule Adjustment Period
February 17	Census Day
February 17	Last Day to Change between Credit/No-credit and Letter Grading
February 17	Last Day to Withdraw from Classes without a "W" being recorded
March 23	Academic Advising for Continuing Students Begins (for Summer 2020 & Fall 2020)
March 31	HOLIDAY - Cesar Chavez Day Observed - Campus Closed
April 06	Last Day to Withdraw from Classes for a Serious and Compelling Reason
April 08	Campus-wide Emergency Evacuation Day

Spring Semester Break: April 13, 2020 – April 19, 2020

April 20	Registration for Continuing Students Begins (for Summer 2020 & Fall 2020)
April 20	SOCI Week
April 27	Academic Advising for New Students Begins (for Fall 2020)
April 27	Registration for New Students Begins (for Fall 2020)
May 11	Last Day to Submit Completed Thesis / Dissertation
May 11	Last Day of Classes
May 11	Deadline to Apply for Fall 2020 Graduation (Graduates)
May 11	Deadline to Apply for Spring 2021 Graduation (Undergraduates)
May 12	Study/Reading Days
May 13 - 19	Examination Period
May 20 - 22	Grades Due
May 22	Commencement
May 25	HOLIDAY - Memorial Day – Campus Closed

MISSION, GOALS, AND OBJECTIVES

CSUB MISSION STATEMENT

California State University, Bakersfield is a comprehensive public university committed to offering excellent undergraduate and graduate programs that advance the intellectual and personal development of its students. An emphasis on student learning is enhanced by a commitment to scholarship, diversity, service, global awareness, and life-long learning. The University collaborates with partners in the community to increase the region's overall educational level, enhance its quality of life, and support its economic development (<http://www.csub.edu/csubhistory/index.shtml>).

Department of Public Policy and Administration Mission

The Department of Public Policy and Administration at California State University at CSU Bakersfield will foster and improve critical thinking, communication, leadership, management, and ethical reasoning to present and future managers in government, nonprofit, and healthcare organizations within the San Joaquin Valley. The critical skills learned from this curriculum will promote managers in the government, nonprofit, and health care sectors to exercise governance in an inclusive and socially responsible manner.

Master of Science in Health Care Administration Program Mission

This degree program is designed to develop evidence-based reflective practitioners for middle management and administrative positions in organizations--local and global interprofessional environments that promote health for individuals and populations.

Students complete 36 units of prescribed course work including an internship and applied research project. All students also complete the Department requirement for an applied service experience and the CSU GVAR requirement. Students with at least two years of supervisory experience in health care may be eligible to satisfy the internship requirement but will need to replace the units. The Program Director usually makes this decision during the admission process.

MSHCA Student Learning Objectives/Competencies

The program faculty has adopted the following statements of competencies from a variety of academic and professional bodies including the CSUB Graduate Program Learning Objectives. The competencies are expressed as general themes. The objectives will vary yearly as different aspects of the themes are addressed. These program objectives influence course objectives, and they are measured via a systematic evaluation process. The yearly Assessment Plan is available in the Appendix.

Competency 1: Students will develop competency in broad integrative knowledge.

Examples of aspects to be assessed might include the knowledge, skills and abilities associated with scientific processes, the history and practice of the discipline, effects of other institutional influences (political, economic, social), and applicable theories. As important are demonstration of skills in team processes and personal interactions.

Competency 2: Students will develop competency in the specialized knowledge of health care administration.

Examples of aspects to be assessed might include knowledge of health care systems, the effects of political and economic processes, strategic and operational management, health care and organizational theories, and the ability to recognize and resolve ethical dilemmas.

Competency 3: Students will develop competency in critical thinking.

Examples of aspects to be assessed are the ability to interpret and apply theory, structure problems, organize and defend an argument, analyze ethical dilemmas, communicate orally, evaluate information, develop focused, coherent, and grammatically correct written communications, and develop action plans and change strategies to promote health for a diverse public.

Competency 4: Students will demonstrate competency in applying learning.

Examples of aspects to be assessed include the ability to develop, conduct and report social science research, analyze case studies, develop strategic plans, perform CQI, and successfully complete an internship or practicum that includes a form or operational or project management.

ADMISSION TO THE PROGRAM

Admission Requirements

1. The Department of Public Policy and Administration requires a minimum of an earned baccalaureate degree for admission to the MS HCA program. For degrees earned in the United States, this means the degree is from an institution accredited by one of the six regional accrediting associations
2. A cumulative undergraduate GPA of not less than 3.00 (on a four point (scale).
3. For applicants with a grade point average less than 3.0, two letters of recommendation (at least one academic) and other relevant material about professional qualifications and experience are required
4. For international students completion of all requirements including a TOEFL score of 550 (paper), 213 (computer), or 79 (internet exam), or an ILLTS score of at least 7. See www.csub/internationalprograms

International students must submit foreign transcripts in the original language and a certified evaluation of the transcript in English. Foreign transcripts must be professionally evaluated by a reputable company. A suggested list is found at: <http://www.ctc.ca.gov/credentials/leaflets/cl635.pdf>. Applicants need to request a course by course evaluation with degree posted.

5. A completed University application form, which is completed electronically through www.calstateapply.com.
6. A personal statement completed according to the guidelines in the application.
7. Official sealed copies of transcripts from all colleges attended
8. The CSU application fee; and
9. A resume sent to the Program Director

Application materials not included in the online application may be sent to:

CSUB Graduate Student Center

Attn: Carmen Padilla
California State University, Bakersfield
9001 Stockdale Hwy.
Bakersfield, CA 93311

Applications are accepted on a continuous basis and students are admitted during the fall or spring semester or for the summer session.

The Conditional Admission

When applicants do not meet the GPA or International Student Requirements a conditional admission may be available. Students must sign and commit to a contract that specifies the conditions to be met within the first year of the program. Students may also be required to pursue additional course work usually designed to improve writing or critical thinking. All courses required in the contract must be completed with a grade of B or above.

Graduate Writing Exam

The California State University system requires all degree candidates to demonstrate undergraduate upper division writing competency before the degree can be conferred. Students are required to meet the writing proficiency requirement prior to advancing to candidacy. This requirement can be fulfilled in one of several ways:

1. Be a graduate of a university in the California State University System after 1980
2. Be a graduate of a university in the University of California System after 1980
3. Pass the Graduate Writing Assessment Exam (GWAR) which is given at the testing center on the CSUB campus
4. Submit documentation of having completed a writing instruction course at CSUB found to meet the CSU writing requirement.

Waivers for Post-Baccalaureate and Graduate Students. You will be exempt from the GVAR if you meet any of the four criteria below:

(1) You graduated from a CSU or UC since 1980.

(2) As of Fall 2006, post-baccalaureate and graduate students with the following test scores (provided the test(s) were taken since 1980): GMAT 4.5 or higher on the writing portion of the GMAT CBEST 41 or higher on the writing portion of the CBEST GRE 4.5 or higher on the analytic writing portion of the GRE General Test

(3) Post-baccalaureate and graduate students who have one or more articles published as first author in a refereed professional journal may submit their work for review to the chair of the university-wide GVAR committee with a formal request to waive the GVAR.

(4) Post-Baccalaureate and graduate students who already have an MA or MS in any discipline that included a master's thesis or project and are working on another degree or credential may submit their thesis or project for review to the chair of the university-wide GVAR committee (Faculty Towers 102-D) with a formal request to waive the GVAR. In the last two situations, waiver requests and supporting documents will be reviewed, and you will receive a decision usually within two weeks.

Admission Process

The admission decision process does not begin until the application materials have been submitted. The process consists of two steps. First the applicant must meet the University graduate conditions. This step is handled through the Admissions Office by the Graduate Admissions Coordinator. When that process is complete the candidate's materials are referred to the MS HCA Director for consideration.

The Director of the Program has been designated by the PPA Department faculty to conduct the admission process for applicants meeting the admission requirements or who meet the conditional requirements of a GPA at or above 2.75. All other admission or denial decisions are referred to the PPA faculty that then act as the Admission Committee at a regular Department meeting. Applicants are admitted with Classified status, with Conditional status, or not admitted.

Often when an individual contacts the Director before or during the application process an appointment for an exchange of information about career or curriculum planning is arranged. If the Director finds that an informed admission decision can be made only after an interview with the applicant, the Director may invite the applicant for a personal interview.

The length of the admission process varies but can usually be completed within two weeks of the submission of all application materials. Students may be notified first by e-mail. A formal letter of acceptance will follow. Students must keep a copy of the formal letter as applications for scholarships, loans or other assistance programs may require proof of admission to the program.

MS-HCA CURRICULUM

The minimum number of units for this CSU Graduate Program is 36 semester units. In the MS HCA Program applicants with 3 to 5 years of middle management or administrative experience or a related terminal degree are evaluated at admission in regard to satisfaction of internship and/or elective requirements. The internship requirement but not the units is also considered satisfied by at least one year of experience (at the discretion of the Program Director). This decision regarding the internship is made at admission or during establishment of the Program of Study. When a student was designated as needing to fulfill the requirement but subsequently is employed for at least 6 months in health care the Director will re-evaluate and may determine the requirement satisfied.

All students must have a cumulative GPA of 3.0 to graduate.

First Year

- PPA 4010 Analytic Methods in Administration (3)
- HCA 5050 Management. Of the Fin. and Del. of Health Care (3)
- HCA 5100 Economic Issues in Health and Human Service (3)
- HCA 5140 History and Context: US Health Care (3)
- HCA 5360 CQI in Health and Human Service (3)
- HCA 6180 Health Policy and Analysis (3)
- MGMT 6520 Project Management (3)

Second Year

- HCA 6180 or 6188 Health Policy and Policy Analysis (3)
- HCA 6610 Strategic Management in Health Care (3)
- HCA 6030 Research Design (3)
- HCA 6620 Legal and Ethical Issues in Health Care (3)
- HCA 6860 Internship (3) or PPA 5370 CQI Practicum (3)
- HCA 6980 Applied Research Project (3)

Elective Course Work

Elective selections must be preceded by a conversation with the Program Advisor/Director about how the student interests mesh with the program of study. Electives that are not approved however will not count toward the graduation requirements.

The following electives have already been approved.

- HCA 4260 Marketing in Health and Human Service (3)

- PPA 4180 The Art and Science of Supervision (3)
- PPA 5020 Program Evaluation (3)
- HCA 5660 Public Health Administration (3)

Internship or Practicum

The purpose of the internship is two-fold: first, an opportunity for the student to apply learning in a health care organization; and secondly to provide an opportunity for the student to observe management in action. To that end the internship or practicum course (HCA 5361) for 3 units is included and graded as credit/no credit. The internship is satisfied through the following:

Adheres to the professional attire and behavior of the organization

A minimum of 200 service hours

Leadership and completion of a management project

Attendance at management level meetings to observe and support managers making decisions

Integration of budget information for the unit

Other duties as assigned

Participation in an exit interview assessing performance strengths and limitations

Develops and submits to the Program Director a reflective paper, 3-5 pages assessing the internship

The student participates with the Program Director in developing a syllabus for the course and registers for the course before the internship begins. The placement agency may have additional requirements for the student, for example, fingerprinting or health tests or an exam.

Advance planning is necessary and should begin during the second semester the student is in the program. While it is difficult to align internship experiences with the semester system efforts toward that end are expected.

In Kern County and in particular the Bakersfield community internships are rarely paid. However, internships satisfy the applied service requirement for the program.

When an internship is unpaid---pro bono---the student has an opportunity to apply for a paid stipend offered through a donation by The Girish and Patel Foundation. These stipends are competitive and limited. The student completes an application; the decision is made by the PPA Department; and the award provided at the end of the completed internship.

Assistance is provided by the Program Director and the BPA Internship Coordinator Norma Rodriguez at 661 654-2157. Dr. Rodriguez provides a

weekly report of internship and employment opportunities. Please use this resource.

Culminating Experience

The CSU system requires a culminating experience for graduate education. The MS HCA program requires students to complete an applied research project as a prerequisite to graduation and awarding of the degree. Admission to the course HCA 6980 is controlled through the use of an application form. See Appendix. The completed form is taken to the Advising Office for entry into your semester courses. **NOTE: You are not able to register yourself for this course.**

Satisfaction or Waiving of Credits

Graduate course work from another CSUB program or another institution may be allowed as transfer credit toward the degree up to a limit of 6 units and at the discretion of the Director. All coursework that counts for the master’s degree must have been completed within the seven-year period immediately preceding the approved application for graduation. Exceptions may be granted by the PPA Department on written application. The number of units may also be satisfied by a review by the Director of the health care professional experience of the applicant Also up to a limit of 6 units.

PROGRAMS OF STUDY

Following are sample programs of study for different options. At the graduate level two courses per semester is considered full time study. However, students may elect to complete the program in 2 years. Students receiving financial aid are required to carry at least 3 courses per semester. The Department reserves the right to change the schedule if needed but the description below provides information on the **required selection and sequencing** of courses and the semester courses are usually offered. Students should work with the Program Director and Advisor to assure proper sequencing of courses and timely completion of the program. The Department has designed the program to allow students to complete the program in two years.

First year

Fall	Spring	Summer
PPA 4010 Analytic Methods (3) HCA 5140 The History and Context of the US Health Care System (3) MGMT 6520 Project Management (3)	HCA 5050 Management of the Finance and Delivery of Health Care (3) HCA 5360 CQI (3) HCA 6180 Health Policy and Analysis (3)	HCA 6860 Internship and/or Elective (3)
Total units: 6	Total units: 9	Total units: 3 or 6

Second year

Fall	Spring	
HCA 6030 Research Methods in Administration (3)	HCA 5100 The Economics of Health & Health Care (3)	
HCA 6610 Strategic Management in Health Care (3)	HCA 6620 Legal and Ethical Issues (3) HCA 6980 The Applied Research Project (3)	
Total units: 6	Total units: 9	

DEGREE REQUIREMENTS

The University confers the Master of Science in Health Care Administration degree upon fulfillment of the following requirements:

Credit and Academic Performance Requirements

Completion of 36 hours of graduate units is required. To remain in good standing, students must maintain a cumulative GPA of 3.0 or better. If a student's GPA falls below a "B" (3.0) average, he/she will be placed on academic probation. If, while on academic probation, the student does not satisfy the conditions of probation and attain a 3.0 GPA, he/she will be subject to academic dismissal. Financial aid may be effect by probationary status be sure to contact your financial aid advisor.

In addition, students admitted to a graduate program may also be subject to academic probation when their performance is judged to be unsatisfactory with respect to academic and/or professional standards and values established by the graduate program. See the campus catalog for additional information (Section: Division of Graduate Programs, Academic Probation and Academic Disqualification).

A course in which no letter grade is assigned is not used in computing the grade point average. Only courses with a grade of "C" (2.0) or better may count toward the Program of Study.

Students accepted on a conditional status must sign the Conditional Contract before starting course work which specifies courses that must be completed with a B or higher grade. Under conditional provisions students may be separated from the program when contract, program, and University provisions are not met. This is an academic disqualification because the student was never formally admitted to the program.

Replacement of a grade through repetition of the course is limited especially at the graduate level and is explained in the University catalogue under Academic Renewal.

Specified Plan of Study

In consultation with the Program Director, each student will complete a Plan of Study for the master's degree at the time of admission to the program. The "Grad Check" or review of the program of study is completed with the Program Director or Program Advisor before the formal submission for University Review. This process must be completed on a specific time schedule. at the time of application for graduation. All students are notified by the posting of dates on the academic calendar.

Advancement to Graduate Candidacy

- The process for advancing to candidacy for the degree Master of Science Health Care Administration is accomplished in two phases. Phase One must be completed before Phase Two.

A. Phase One – Attain the following:

Classified Status

Completion of 15 semester units of course work including
HCA 5360

Satisfaction of the GVAR Requirement

At the Undergraduate level

PPA 4038

At the Graduate level

HCA 6180 (pending)

Other CSUB course (specify)

Exam

Passed the IRB Human Subject protection Training

A GPA of 3.0 or above

B. Phase Two-Upon completion of Phase One

Completion of the Advance to Candidacy Form

Satisfaction of the Internship Requirement

By experience or HCA 6860

Presentation of a Research Proposal

Acceptance of the Applied Research Project (PPA 6980)

Completion of the Individual Program of Study with

a GPA of 3.0 or above (enter GPA)

within 7 years of course completion

Completion of the Culminating Experience

Candidates for the MS HCA degree must complete a culminating activity in accordance with Title V of the California Administrative Code. The purpose is for the student to demonstrate synthesis of and competence in the objectives of the program---including mastery of knowledge in the discipline and in the ability to use theory and method in an applied research project. The appropriate course for this experience is first HCA 6030 and then HCA 6980. Research that involves human subjects must be reviewed and

approved by the Institutional Review Board for Human Subject Research (IRB). Additional information is found at www.csub.edu/grasp/irbhsr/.

Course registration for HCA 6980 is controlled and begins with the completion of a Course registration form. See Appendix.

See guidelines on page 18 for additional information.

Participation in Commencement Ceremonies (Hooding Ceremony)

Graduate students are eligible to participate in a Hooding Ceremony that serves as the commencement held each May at CSUB only if all requirements, including the culminating experience have been completed by the end of the final Spring semester. The only exception to this policy is if one elective course is planned for the summer session.

TIME LIMITS AND CONTINUOUS ENROLLMENT

Time Limit for Completing the Program

- The MS HCA curriculum is structured so students can complete the program in two years. However, additional time may be allowed according to Title 5 of the California Code of Regulations, which specifies that a master's degree shall be completed within a seven-year period. If your program of study is interrupted, you will need to contact the Director for readmission procedures.

Leave of Absence

In accordance with the University Catalog, students who are making satisfactory progress may request a planned educational leave for up to two years. Students who discontinue their enrollment without approval of the Program Director for more than two consecutive semesters must submit a new application for admission to the program and to the University and must pay the applicable application fees. Previous course work will be reassessed and will not automatically be accepted for credit. The form for requesting a leave can be found in Appendix.

Continuous Enrollment for Graduate Candidacy Standing

Graduate students who have been advanced to candidacy and have completed all course work required by the master's degree program but who have not completed the degree requirements may register for a special HCA 7000 course, at zero (0) credit units, through the Extended University to maintain "continuous enrollment" for purposes of using University facilities, in particular, the library. The student will continue to register for this course each academic term until the requirements for the master's degree are completed. Call 654-2441 for information.

GUIDELINES FOR THE APPLIED RESEARCH PROJECT

An applied research project or master's thesis is a scholarly written product that contributes to the knowledge base of health care administration theory, policy, or practice. A thesis is based on an original idea that seeks to advance the field using theory, conceptualization of a research question, an appropriate research design and methods, and use of measures and procedures relevant to health care administration. The finished product evidences originality, critical and independent thinking, appropriate organization and format, and thorough documentation. A presentation of the completed applied research project is a requirement. See below for additional thesis guidelines.

All master's applied research projects must be copyrighted and filed with the CSUB Library. The format of a master's thesis must meet the technical requirements established by the University. See <http://www.csub.edu/library/MasterThesisApp.pdf> for formatting information.

The Research Process

While a variety of applied research project formats have been approved by the PPA Department in health care professionals do research, most often in teams, and quality assurance activities are also based on the research process. Therefore, the project format MS HCA students should follow is the applied research format. The research project is conducted under the supervision of members of the faculty of the Department of Public Policy and Administration at California State University, Bakersfield. As a contribution to knowledge within health care administration, it is expected to be clear and concise, be grammatically correct, and include a comprehensive review of pertinent literature that represents the systematic study of a significant problem. It identifies the problem, states the major assumptions, explains the significance of the undertaking, sets forth the sources for and methods of gathering information, analyzes the data, and offers a conclusion or recommendation(s).

The student makes a request to a Department faculty member to coordinate the project. This faculty member, known as the Committee Chair, and the student work together to focus the topic of the research. The student then proceeds to develop a formal proposal. The proposal is presented to the Committee of three for approval and then in conjunction with the Chair the student submits the proposal to the CSUB Institutional Review Board (IRB). The proposal is then approved by the IRB and the student may proceed with the research. The chair of the thesis committee, in consultation with the committee members, monitors and approves progress on the thesis. The student works with all committee members to complete the thesis. Rubrics guide faculty action on the completeness and acceptability of the report of the project. See Appendix.

The Committee Members

Other committee members are expected to have a discipline or professional interest in the research project. After consultation with the Chair of the Committee, the student may request participation by any CSUB faculty member or a health care management professional with a Masters level or terminal degree. The Department requires a recent resume and completion of Human Subject Protection Training by all committee members. The responsibilities of the committee is to provide guidance in regard to the

substantive issue of the project and discipline specific knowledge. Other responsibilities may be negotiated between members.

Writing Guidelines

Chapter 6 of the *Publication Manual of the American Psychological Association*, 6^h edition (2009) provides writing and formatting guidelines with additional specifications provided by the University Office of Graduate Studies. Students are responsible for obtaining the most current University requirements before preparing the thesis for submission.

STUDENT ASSOCIATIONS, CLUBS, & ORGANIZATIONS

BPA Graduate Lab

On the second floor of the Business Classroom building is a patio and grad lab for the use of graduate students in the BPA School. The room is a large space with computers, printer, tables (bring your own paper), and some reference materials. Only graduate students are welcome---no family or other guests. The room is usually open from 6 am to 2 am. And entrance is by key code. You will be provided with the code following admission.

Pi Alpha Alpha and Alpha Chi

These are two honorary societies with CSUB Chapters that welcome students that meet requirements. GPA requirements are usually 3,7 or higher. The MS HCA Program is in the process of establishing a chapter of Upsilon Phi Delta the national honor society of the Association of University Programs in Health Administration.

ACHE

This organization, The American College of Health care Executives, is the professional connection for health care administrators. CSUB has a student chapter and students are encouraged to join.

PPA Student Club

This is the CSUB campus connection for students in the degree programs offered through the Department of Public Policy and Administration. Students coordinate the club activities through the faculty advisor, Dr Jinping Sun.

STUDENT CODE OF CONDUCT

Academic Integrity

The Department of Public Policy and Administration strictly adheres to the University's policy on Academic Integrity. Students should become familiar with this policy, and address any questions to the program Director. Failure to comply with the policy may lead to suspension or expulsion from the University. The policy, as addressed in the Office of Student Rights and Responsibilities website, is as follows:

The principles of truth and honesty are recognized as fundamental to a community of teachers and scholars. The University expects that both faculty and students will honor these principles and in so doing will protect the integrity of all academic work and student grades. Students are expected to do all work assigned to them without unauthorized assistance and are not to give unauthorized assistance. Faculty members have the responsibility of exercising care in the planning and supervision of academic work so that honest effort will be positively encouraged.

There are certain forms of conduct that violate this community's principles.

ACADEMIC DISHONESTY (CHEATING) is a broad category of actions that use fraud and deception to improve a grade or obtain course credit. Academic dishonesty (cheating) is not limited to examination situations alone, but arises whenever students attempt to gain an unearned academic advantage.

PLAGIARISM is a specific form of academic dishonesty (cheating) that consists of the misuse of published or unpublished works of another by claiming them as one's own. It may consist of handing in someone else's work; copying or purchasing a composition; using ideas, paragraphs, sentences, or phrases written by another; or using data and/or statistics compiled by another without giving appropriate citation.

Another example of academic dishonesty is the SUBMISSION OF THE SAME, or essentially the same, PAPER or other assignment for credit in two different courses without receiving prior approval from the instructor of the affected courses. The process of approval is to establish that new learning must be demonstrated.

If a faculty member suspects academic dishonesty or plagiarism, he/she will request a meeting with the student.. Each course syllabus states the policy for the course set by the faculty member teaching the course.

Violations are reported to the Office of Student Rights and Responsivities and other Academic officers.

Principles of Academic Freedom

Freedom of inquiry and the open exchange of ideas are fundamental to the vitality of our academic institutions. The notion that freedom and national security are opposed denies the basic premise of a free democratic society where open exchange of information, public access to vital information, and ability to openly challenge governmental decisions without fear of reprisals, increases rather than hinders national security.

The principles of academic freedom are critical to ensure higher education's important contribution to the common good. Basic academic freedom includes the ability to do research and publish, the freedom to teach and the freedom to communicate extramurally. The principles of academic freedom are addressed in the CSUB Catalog.

Philosophy Regarding Academic Freedom in the Classroom

The expression of different points of view in the classroom by faculty and students is not only a right but also a responsibility. Although we cannot control the interpretations of others, we must always remember why we are here: to enlighten, nurture and educate. It is our responsibility to try to provide an environment of mutual respect in which individuals can express their opinions. Instructors often present controversial opinions (some of which they do not personally believe to be true) in order to stimulate conversations and higher reasoning amongst students. This ability must not be eroded. Students do have the right to be graded fairly and the right for professors and the university to protect their academic freedom. Having an ideological divergent opinion does not constitute grounds for punitive action. (CSUB Catalog)

Sexual Harassment Policy

Sexual harassment is prohibited by Title VII of the Civil Rights Act of 1964, Title IX of the Educational Amendments of 1972, the California Fair Employment and Housing Act, as well as under CSU Executive Order 345. California State University, Bakersfield is committed to creating and maintaining an environment in which faculty, staff, and students work together in an atmosphere of mutual respect and unconstrained academic interchange. In the university environment, all faculty, staff, and students are entitled to be treated on the basis of their qualifications, competence, and accomplishments without regard to gender. Individuals are entitled to benefit from university programs and activities without being discriminated against on the basis of their sex. Sexual harassment violates university policy, seriously threatens the academic environment, and is illegal. The policy on campus is to eliminate sexual harassment and to provide prompt and equitable relief to the extent possible.

Sexual harassment includes such behavior as sexual advances, request for sexual favors, and other verbal or physical conduct of a sexual nature directed toward an employee, student, or applicant when one or more of the following circumstances are present:

- Submission to or toleration of the conduct is an explicit or implicit term or condition of appointment, employment, admission, or academic evaluation;
- Submission to or rejection of such conduct is used as a basis for a personnel decision or an academic evaluation affecting an individual;
- The conduct has the purpose or effect of interfering with an employee's work performance, or creating an intimidating, hostile, offensive or otherwise adverse working environment;
- The conduct has the purpose or effect of interfering with a student's academic performance, creating an intimidating, hostile, offensive or otherwise adverse learning environment, or adversely affecting any student.

Sexual harassment will not be tolerated by the university and may result in disciplinary action, up to and including termination or dismissal. Administrative personnel are

available to answer questions or handle complaints by students, employees, student applicants or employee applicants. The names and office locations of sexual harassment counselors and respective administrative personnel are available in the Counseling Center and the Office of Personnel Services. Any employee or student who believes that this policy has been violated should promptly report the facts of the incident(s) and the person(s) involved.

Formal complaints alleging sexual harassment of employees or applicants for employment should be made to the Director of Human Services, Administration 104, 654-2266. Complaints involving sexual harassment of students should be made to the Ombudsman. See the web site for the current contact information as the individual in this position changes. Complaints will be investigated without delay in accordance with university procedures and appropriate action taken.

Student Complaint and Grievance Procedures

The policy and procedures specified deal only with individual student complaints and/or grievances against the actions and/or decisions of faculty, academic administrators, or staff professionals. The complaints and/or grievances may concern but are not restricted to:

- (1) an assigned final course grade,
- (2) administration of records,
- (3) admission to a program, or
- (4) requirements for program completion

Group grievances are not permitted. Complaints and/or grievances will not involve allegations of dishonesty or abuse of professional responsibility as such allegations fall strictly under formal University disciplinary proceedings. Procedures for redress of grievances must protect the respondent against unsubstantiated and false charges of bias or unfairness. Therefore, in a grievance there is a presumption that procedures have been fairly followed. It is the responsibility of the grievant to demonstrate otherwise. The final responsibility for assigning or changing a student's record rests solely with the faculty, academic administrators, or staff professional. For more information regarding student complaint and grievance procedures visit:

http://www.csub.edu/academicprograms/Documents/Grievance_Procedures.pdf

APPENDICIES



**CSU Bakersfield
Department of Public Policy and Administration**

Change of Name/Contact Information

Please submit to the Department Administrative Support Coordinator, BPA A217

Student _____ CSUB ID#: _____

New Name:

Change Name To: _____ Prior Name _____

New Address:

Old Address:

E-mail Address:

New e-mail: _____ Prior email: _____

Student Signature



CSU Bakersfield

Thesis Proposal Approval Form

Student name: _____ CSUB ID#: _____

Thesis Topic:

Committee Approval

Thesis Chair: _____

Signature: _____

Date: _____

Committee Member: _____

Signature: _____

Date: _____

Committee Member: _____

Signature: _____

Date: _____

IRB Authorization

Date of IRB Authorization Letter [attached]: _____

Letter: grants authorization states activity does not require IRB review

Department Chair: _____

Signature: _____

Date: _____

Sample Thesis Title Page

**EFFECTIVENESS OF TECHNOLOGY
INTEGRATION AND THE LEARNING OUTCOMES
OF STUDENTS IN A NEW MSW PROGRAM**

A THESIS

**SUBMITTED TO THE
FACULTY OF THE DEPARTMENT OF SOCIAL WORK,
CALIFORNIA STATE UNIVERSITY, BAKERSFIELD**

BY

(YOUR NAME)

**IN PARTIAL FULFILLMENT OF THE REQUIREMENTS
FOR THE DEGREE OF
MASTER OF SOCIAL WORK**

(Date: _____)

MASTER OF SCIENCE IN HEALTH CARE ADMINISTRATION

ADVANCING TO CANDIDACY

Student _____ CSUB ID _____

The process for advancing to candidacy for the degree Master of Science in Health Care Administration (MS-HCA) is accomplished in two phases. Phase One must be completed before proceeding to Phase Two.

A Phase One – Attain the following

- _____ Classified Status
- _____ Completion of 15 semester units of course work including
_____ PPA 5360
- _____ Satisfaction of the GVAR Requirement
 - _____ At the Undergraduate level _____ PPA 4038 (B or above)
 - _____ Other CSUB course (specify) _____ Exam
- _____ Passed the HSPT
- _____ A GPA of 3.0 or above Enter GPA _____

Graduate Coordinator _____ Date _____

B Phase Two-Upon completion of Phase One the student Advances to Candidacy and may begin to fulfill the following:

- _____ Satisfaction of the Internship Requirement
 - _____ By experience or _____ PPA 6980
- _____ Completion of the Individual Program of Study with
_____ a GPA of 3.0 or above (enter GPA)
_____ within 7 years of course completion or _____ waiver
- _____ Acceptance of the Applied Research Project (PPA6980)
_____ Date

First Reader _____

_____ An attached memorandum explaining any special circumstances (if indicated)

Graduate Coordinator _____ Date _____

Master's Thesis Holistic Scoring Guide (Content)

6

Theses in this category have a clearly defined problem statement and an excellent understanding of the importance and implications of the research. The author clearly understands the theory or theories, stakeholders, competing problem definitions, and appropriate political and historical context of the problem. The author presents a coherent, detailed research design or analytical process. The design or process allows the author to present a coherent argument that directly addresses the research questions, identifies alternatives, reaches clear conclusions, and makes directly relevant recommendations.

5

Theses in this category may slight, but not ignore, one of the elements of an excellent thesis. The author has a basic understanding of theory or theories, stakeholders, competing problem definitions, and appropriate context of the problem. The author presents an adequate research design or analytical process, but the process may not provide clear answers to some questions. The argument presented is coherent, but does not clearly address the research questions, alternatives, conclusions, and recommendations as well as a **6** answer.

4

Theses in this category have a clear design, process, and presentation, but may slight more than one element of an excellent thesis. The author may have some difficulty integrating the theory or theories, stakeholders, problem definitions, and appropriate context. The author has an adequate research design or analytical process, but the design or process may not provide clear answers to some questions. The author presents an argument that has a clear beginning, middle, and end, but may have somewhat superficial analyses of the research questions, alternatives, conclusions, and recommendations.

3

A thesis will fall into this category if it has major shortcomings in one of the elements described above, especially if it does not have a clear problem statement; demonstrates a vague understanding of the theory or theories, stakeholders, problem definitions, and context; fails to develop a coherent research design or analytical process; or does not develop a coherent argument linking the research questions, alternatives, conclusions, and recommendations.

2

A thesis in this category may fail to come to terms with the problem; that is, tasks may be ignored, misconstrued, badly mishandled, or redefined to accommodate what the writer wants to say or is able to say. This thesis may contain one or more of the following defects: serious errors in reasoning, little or no development of ideas, and few or no connections between ideas.

1

This category is reserved for the thesis in which conceptual confusion and disorganization create the impression of incompetence. A paper may also receive a 1 for failing to identify a coherent policy problem.

Master's Thesis Holistic Scoring Guide (Writing [GWAR])

6

A paper in this category contains a clear, succinct, and direct response to the question asked and develops that response through a sequence of reasonably ordered paragraphs. It will be distinguished by lucid and orderly thinking and may even introduce an original interpretation of the writing topic. It will be virtually free from errors, and there will be evidence of superior command of language. In all regards, this paper is an excellent response to the question, comprised of sharply focused, fluent, and interesting prose.

5

A paper in this category may slight, but not ignore, one of the tasks of the assignment, and the writer will demonstrate a clear understanding of the writing task. The response may not be as thoughtful or as carefully reasoned as a 6 paper, but it will not be characterized by mere statement and restatement of ideas at a high level of generality. Although the paper may have minor weaknesses in paragraphing, it will contain evidence of the writer's ability to organize information into fluent and unified paragraphs. The essay will be largely free from serious errors and will be generally well written and characterized by clarity if not by sophisticated style.

4

A paper in this category will have an overall plan with a beginning, middle, and end and will complete at least the basic tasks of the assignment. The reasoning may be somewhat imprecise and flawed, and ideas may be repeated rather than explored. But it will be organized and paragraphed well enough to allow the reader to move with relative ease through the discourse. It may contain errors, but not enough to continually distract the reader from the content.

3

A paper will fall into this category if it shows serious difficulty managing the tasks of the assignment; if it lacks an overall plan with a beginning, middle, and end; if it shows definite weaknesses in analytical thinking; if key ideas in paragraphs lack development or illustration; OR if errors in mechanics seriously interfere with readability. Paragraphs may be somewhat disorganized, but the total effect will not be chaotic. The writer's control of language may be imprecise, awkward, or clumsy.

2

A paper in this category may fail to come to terms with the assignment; that is, tasks may be ignored, misconstrued, badly mishandled, or redefined to accommodate what the writer wants to say or is able to say. This paper may contain one or more of the following defects: serious errors in reasoning, little or no development of ideas, and few or no connections between ideas. Serious and frequent errors in mechanics may interfere with readability, giving the impression of distinctly inferior writing.

1

This category is reserved for the paper in which a combination of errors in English, conceptual confusion, and disorganization create the impression of incompetence. A paper may also receive a 1 for failing to deal with the topic.