

ADMISSIONS INFORMATION PACKET

**Including:
Application Checklist**

MASTERS OF HEALTH SERVICES ADMINISTRATION PROGRAM

Fall 2009

Department of Health Science & Human Ecology
5500 University Parkway
San Bernardino, CA 92407
(909) 537-5339

MSHSA Program Goals

1. To develop students' professional skills, grounded in theory and refined through experience.
2. To help students develop analytical skills to see beyond specific events to patterns and structures which underlie public health and health services administration.
3. To examine and articulate the ethical aspects of community health issues and dynamics, our personal values, and their implications for health care and health care management.
4. To provide stimulating and current instruction in the conceptual framework and areas of knowledge basic to health services administration.
5. To nurture learning and professional development through collaboration.
6. To create an instructional environment that honors diversity, civility, and mutual respect.
7. To integrate our research activities with ongoing student learning.
8. To contribute to the body of knowledge and resources in health services administration, and in related fields, through community-based faculty and student research activities.
9. To contribute to the growth and development of the health services administration field.
10. To offer the energy, talents, enthusiasm, and imagination of our students and faculty in activities that promote learning.

THE MSHSA COURSE OF STUDY

The MSHSA “course of study” is the planned progression of the required **68 units** of coursework, and graduation requirement. Students must complete core courses, specialized content courses, electives, a capstone seminar, and a residency, thesis, project, or comprehensive exam.

Please check the web page for further information:

<http://health.csusb.edu/MSHealthServicesAdmin.htm>

Foundation (8 units)

1. HSCI 610. Foundations I: Health Status and Determinants of Health (4)
2. HSCI 611. Foundations II: Health System Organization and Delivery (4)

Basic Core (24 units)

1. HSCI 601. Administration of Health Care Programs (4)
2. HSCI 602. Management, Organization and Planning in Health Services (4)
3. HSCI 603. Health Economics and Financial Systems (4)
4. HSCI 612. Public Health Statistics (4)
5. HSCI 608. Health Research Methods (4)
6. Four units chosen from:
 - ACCT 605. Health Care Accounting and Financial Analysis (4)
 - HSCI 605. Health Care Accounting and Financial Analysis (4)

Leadership Core (24 units)

1. HSCI 635. Communication and Human Relations in Health Services (4)
2. HSCI 645. Information and Technology Systems Management in Health Services (4)
3. HSCI 653. Health Law and Medical Ethics (4)
4. HSCI 665. Strategic Health Services Management and Change in Health Care Organizations (4)
5. HSCI 675. Health Services Administration Leadership, Team and Quality Development (4)
6. HSCI 685. Health Services Administration Capstone Seminar (4)

Electives (4 units)

Elective courses will be determined in consultation with an advisor.

Culminating Experience (8 units)

In addition to core courses, courses in an area of interest, electives, and the capstone seminar, students will select one of the following options in consultation with an advisor:

Residency	Thesis Option	Project Option	Non-Project/Non-Thesis Option
<ul style="list-style-type: none">• HSCI 697A (4)• HSCI 697B (4)	<ul style="list-style-type: none">• HSCI 699A (4)• HSCI 699B (4)	<ul style="list-style-type: none">• HSCI 696A (4)• HSCI 696B (4)	<ul style="list-style-type: none">• HSCI 999 Comprehensive Exam (0)• Approved Electives – 8 units

FREQUENTLY ASKED QUESTIONS ABOUT THE MSHSA PROGRAM

General Questions

What is the emphasis of CSUSB's MSHSA program?

The Master of Science in Health Services Administration is appropriate for students preparing to become health service administrators or managers in hospitals, health maintenance organizations, medical group clinics, nursing homes, public health departments, state and federal health agencies, military health services, or other health service organizations.

Questions about program length and class schedules

How many units are required?

The formal course of study requires 68 units: 8 units in Foundation Courses, 24 units in Basic Core, 24 in Leadership Core, 4 units in advanced elective courses, and 4 units in a capstone seminar. Depending on the career path a student selects, students, in consultations with an advisor, will select a residency option, thesis or project option for 8 units, or a non-thesis/non-project option with a comprehensive exam (0 units) and 8 units of additional coursework.

Is a thesis required?

No. MSHSA students may fulfill the university's Graduation Requirement one of four ways: 1) a Residency, 2) a Comprehensive Examination plus 8 units of electives during the last quarter of coursework, 3) a Graduate Project, or 3) a Master's Thesis.

How long does it take to complete the MSHSA program?

It is possible to complete the program in two years, including using Summer for residency, project or thesis. However, most of our students attend on a part-time basis taking 4-8 units per quarter. At that rate, most part-time students will complete the program in three to four years. Our only requirement is that students complete a minimum of 4 units each quarter for the first year. Students must be continually enrolled in courses during the time they are in the MSHSA program. Please note that the university requires that the degree be completed within 7 years! Courses are sequenced and it is required to follow the sequence in order to complete the program.

When are most graduate courses offered?

Courses will be offered in the evenings between 6:00 p.m. and 10:00 p.m. during Monday through Thursday.

Are any MSHSA courses offered over the summer?

Not at this point. However, students are able to work independently on approved Residency, Graduate Projects or Master's Theses, or study for the Comprehensive Exam over the summer.

Questions about Prerequisites

What are the program prerequisites?

There are no set prerequisites. Students should show evidence of upper division course work in statistics, and the social and natural sciences. Some students may be advised to take classes that will broaden their educational background if they are lacking in a specific area.

Can I get academic credit for courses I have already taken or my work experience?

Up to twelve units of previous graduate coursework may be approved for transfer credit as long as they were not counted towards a previous degree. However, credit is only available for equivalent courses, as demonstrated by the course syllabus, content, and assignments. Approval of previous units is done on an individual basis by the MSHSA graduate program committee and then by the Graduate Studies Division. Course credit is not given for previous work experience. However, you will be able to draw upon your previous experiences in class discussions, papers, and other assignments.

How can I find out more information?

Once enrolled, all students in the MSHSA program are assigned a Faculty Advisor. Plan to meet with your advisor quarterly. Visit our website at <http://health.csusb.edu/MSHealthServicesAdmin.htm>

MSHSA ADMISSIONS PROCESS FOR FALL QUARTER

Parallel Application Required

Students must apply to the Office of Admissions and Student Recruitment: Graduate Admissions located in UH 107. Additionally, students must apply to the Department of Health Science and Human Ecology, located in PS 226 for admission to the MSHSA program. Deadlines in both areas must be met.

Application Period

New students are admitted to the MSHSA program **only once a year**, to begin course work during the Fall quarter.

Applications for Fall will be accepted **between November 1, and July 1, of the following year**. Applications received **after July 1** will not be eligible for review. Early submissions will receive early review.

Overview of the Admissions Process

Applying to the MSHSA program requires two parallel, but separate, application processes.

1. Submission of the required application materials to the CSUSB Office of Admissions and Student Recruitment, Attention: Graduate Admissions. Applicants must be admitted to the University's Graduate Division in order to begin the MSHSA program.
2. Submission of required application materials to the Department of Health Science MSHSA Program.

Read and follow the instructions below completely. Failure to submit all required materials to the appropriate office by the deadline will automatically disqualify the application.

Materials to be sent to the , Office of Admissions and Student Recruitment, Attention: Graduate Admissions 5500 University Pkwy San Bernardino CA 92407		Materials to be sent to the Department of Health Science MSHSA Program 5500 University Pkwy San Bernardino CA 92407	
✓	Submit the following materials:	✓	Submit the following materials:
	A completed graduate admission application. Obtain an application at the address above or go online at: http://www.csumentor.edu/		A copy of your graduate admission application including a current address, email address, and telephone number.
	Official transcripts from all college-level course work.		Copies (photo copies are acceptable) of all college transcripts sent to the Admission office (3.0 GPA in last 60 semester units (90 quarter units) and post baccalaureate work
			A Statement of Purpose (2-3 pages) Use attached format
	Check or money order – refer to application instructions for the current application fee.		\$10 application fee payable by check or money order to the Department of Health Science
	International students must submit an <i>official</i> TOEFL and Degree certificates, and refer to the application instructions for any other required submissions of materials.		At least three letters of recommendation (preferably addressing your academic and professional qualifications and potential using attached forms)
	Copy of GRE certificate		Official GRE certificate
			Self addressed <u>stamped</u> postcard
			Evidence of completion of Graduate Entrance Writing Requirement
			Signed Program Requirements form Use attached form.
Note: All matters relating to the graduate admissions must be handled directly with Office of Admissions and Student Recruitment. Our Department staff has nothing to do with the process and can neither help nor answer questions. You may reach Admissions by phone at 909.537.5188			

Your first correspondence with our Department should include one packet with:

- a copy of your CSUSB Graduate Admission Application,
- copies of all college transcripts sent to the Admission office
- check or money order made out to Department of Health Science for \$10 application fee (NO CASH)
- your Statement of Purpose,
- your signed Program Requirements form,
- three letters of recommendation,
- GRE certificate
- Evidence of completion of the Graduate Entrance Writing Requirement (see the University Bulletin)
- A self-addressed, stamped postcard that will be returned to you when we receive your application.

We will establish an MSHSA Application Folder for you as soon as we receive your packet of materials. Please note that no materials will be added after the closing date.

Admissions Decisions

MSHSA admissions decisions are based on several factors, including academic preparation, work experience, potential for contribution to the field, and the overall quality of the application. We appreciate the effort and sincerity that go into preparing graduate school applications. Please be assured that all of the materials in your admission folder will be thoughtfully reviewed by our MSHSA Admissions Committee.

Our goal is to admit a cohort of highly dedicated individuals, ready for graduate work, and committed to excellence in health services administration. We welcome your application and will review your own unique path with careful attention to your preparation and potential contribution to the health care field.

Admissions decisions will be made during the time between November and August, with acceptance letters sent out February through August.

FREQUENTLY ASKED QUESTIONS ABOUT MSHSA ADMISSIONS

Is it possible to start the MSHSA program in the Winter or Spring quarters?

No. Students are admitted to begin the program in the Fall quarter only.

Is it possible to start taking MSHSA courses at CSUSB or another university before being admitted to the program?

It is possible to take courses at CSUSB through Open University without being admitted to a particular program. Some prospective applicants decide to enroll in our upper division courses or take an upper division natural/social science or writing course in another department before applying to the MSHSA program (or while their application is being processed) as a way of strengthening their academic skills and background. Please note that this is not required and can be rather expensive. Taking courses prior to admission does not guarantee a place in the MSHSA program for the coming year.

What should I say in my Statement of Purpose?

The statement should clearly convey to the MSHSA Admissions Committee your reasons for wanting to study health services administration and to acquire an MSHSA degree at this point in your life (see attached format for your statement). You will want to summarize the path you have taken to this point in your life, your goals and vision, and the commitments you bring to the field of health care. Your statement should clearly explain why you have decided to pursue graduate training in health services administration and why you would like to study at CSUSB. Be specific, use examples, and craft this document carefully. The statement of purpose is the centerpiece of your application to the MSHSA program.

What should I include in my resume?

Everything that will help us to understand the work you have been doing, your academic preparation, and your professional experience. You may include both paid and volunteer work experience, but please be sure to indicate time periods and whether the work was full-time or part-time. Be thorough and comprehensive.

Who should write my letters of recommendation and is there a standard form?

People who know your professional and academic work and potential very well should write your letters of recommendation. Yes, there are standard forms and they are attached.

How important are the GREs?

GRE scores are one of the indicators of an applicant's readiness and skills for graduate level work. The Admissions Committee considers GRE scores along with earned grades (particularly in social science, natural sciences, health, and statistics courses), work experience, and the statement of purpose. GRE scores may influence our admissions decisions. More often, however, newly admitted students and their faculty advisor use them in planning an appropriate sequence and balance of MSHSA courses.

How will I know if my application has been received by the Department?

The self-addressed, stamped postcard that you include in your application packet will be mailed to you to indicate receipt of the packet.

Who makes admissions decisions?

The MSHSA Admissions Committee is made up of at least three MSHSA core faculty members, including the MSHSA program coordinator. This committee reviews all applications and identifies applicants who meet the program's admissions requirements. However, offers of admission to the university can only be made by CSUSB's Graduate Division.

How can I find out the status of my application?

Unfortunately, we do not have the resources to answer individual queries regarding the status of applications.

When can I expect to hear the decision?

Applicants will be notified during February through August following close of applications.

What are the most common reasons why people are not admitted to the program?

There are two common reasons: 1) previous grades, and 2) insufficient work experience. Overall GPA in previous college coursework must be a minimum 3.0 for admission to the MSHSA program. As we review each applicant, we look at the overall GPA as well as earned grades for courses in the social sciences, natural sciences, health, and math/statistics. A pattern of low grades (anything below a B) in any of those course areas could negatively affect an MSHSA application. Work or volunteer experience is also very desirable but not required.

If admitted, how do I get oriented?

A mandatory orientation is held during the first week of class in the Fall.

MSHSA
PROGRAM REQUIREMENTS

Although this program is designed for working adults, it does involve the following requirements.

1. Two or four evenings a week for classes
2. A two to four year commitment
3. The completion of a residency, thesis, or project, or comprehensive exams.
4. Taking all courses in sequence.
5. Consistent and regular attendance of classes.
6. Attendance at specially called meetings once a year for the purpose of orientation and advising.
7. Adherence to all university policies and procedures regarding graduate education.

I am able to meet these requirements if accepted into the program.

Printed Name: _____

Signature: _____ **Date:** _____

**Department of Health Science and Human Ecology
California State University, San Bernardino**

PART I – ACCESS TO REFERENCE LETTER

The reference letter written by the evaluator below is confidential in accordance with the Family Education Rights and Privacy Act of 1974, the California Information Practices Act of 1977, and related policies and regulations.

I hereby waive do not waive my right of access to any information contained in the reference letter written by the evaluator identified below.

Signature of applicant _____	Date _____
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Applicant and Evaluators. It is understood that this letter or recommendation will be retained in confidence by the Department of Health Science and Human Ecology, California State University, San Bernardino and will be used as one factor in consideration of admission of the applicant to the Master of Public Health degree program.

Name of applicant _____

Program applied for _____

Name of evaluator _____

Evaluator's telephone number _____

Evaluator title _____

Address _____

City, State, Zip or country _____

PART II—INSTRUCTIONS FOR THE INDIVIDUAL WRITING THE REFERENCE LETTER

Please attach a statement from you evaluating the person named above for enrollment in and successful completion of a master's degree program. Please use letterhead for this letter if appropriate. A missing letter may prejudice or delay the review of the application. Address the applicant's qualifications as they relate to the following items:

CATEGORY	EXCELLENT	ABOVE AVERAGE	AVERAGE	POOR RISK	DO NOT RECOMMEND	NOT APPLICABLE
Scholastic Ability						
Oral Expression						
Written Expression						
Enthusiasm						
Initiative						
Growing Professionalism						
Dependability/ Reliability						
Problem Solving Abilities						

Overall Recommendation: Excellent Above Average Average Poor Risk Do Not Recommend

Evaluator signature

Date

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Master of Health Services Administration
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Scholastic Ability						
Oral Expression						
Written Expression						
Enthusiasm						
Initiative						
Growing Professionalism						
Dependability/ Reliability						
Problem Solving Abilities						

Overall Recommendation: Excellent Above Average Average Poor Risk Do Not Recommend

California State University, San Bernardino
Department of Health Science and Human Ecology
Master of Health Services Administration
5500 University Parkway
San Bernardino, CA 92407
909-537-5339

Evaluator signature

Date