

ADMISSIONS INFORMATION PACKET

**Including:
Application Checklist**

MASTER OF SCIENCE IN HEALTH SERVICES ADMINISTRATION (MSHSA) PROGRAM

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

A LETTER FROM THE MSHSA PROGRAM COORDINATOR

Dear prospective student,

Thank you for expressing interest in our Master of Science in Health Service Administration (MSHSA) program. MSHSA is a two-year program that operates on quarter system, with each academic year starting in Fall quarter i.e. students are admitted each Fall. The program is housed in the Department of Health Science and Human Ecology, which is in the College of Natural Sciences. The application deadline for Fall Quarter admission is May 15th of that year. However, if May 15th falls on a Saturday/Sunday, the application is due the following Monday. We begin accepting applications on November 30th of the previous year. Please, note that applying to the MSHSA program requires two parallel, but separate, application processes:

1. Submission of the required application materials to the California State University (CSU) mentor at the website: http://www.csumentor.edu/admissionapp/grad_apply.asp. The submitted application will be received by the CSUSB Office of Graduate Studies and the Office of Admissions and Student Recruitment. Note that applicants must be admitted to the University's Graduate Division and be accepted by Department of Health Science in order to begin the MSHSA program in the Fall.
2. In addition to CSU mentor, applicants must submit a hard copy application material to the Department of Health Science MSHSA Program by May 15 of each year.

This application packet contains information about the MSHSA program, the process of applying to the program, and the forms necessary for application. Please be sure to follow directions and submit all required materials by the deadline to ensure consideration for admission.

Your eligibility for admission will be reviewed during February through July contingent upon receipt of your complete academic record. Any additional information requested by the Office of Graduate Studies at CSUSB and the Department of Health Science and Human Ecology must be met by the deadline. Only completed application packet will be reviewed by the committee and it is your responsibility to make sure that your files are complete. If you have any questions, please do not hesitate to contact me.

I look forward to having you join our MSHSA program!

Sincerely,

Paulchris Okpala, D.HSc, MHA, MPA, RCP, CRT
Program Coordinator, MSHSA
(909) 537-5341
pokpala@csusb.edu

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 research activities of faculty 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 in the field of health services administration.
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 **64 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. A grade of B or better is required for all graduate courses.

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 (32 units)

1. HSCI 602. Management, Organization and Planning in Health Services (4)
2. HSCI 603. Health Economics and Financial Systems (4)
3. HSCI 612. Public Health Statistics (4)
4. HSCI 607. Cross Cultural Aspects of Health (4)
5. HSCI 608. Health Research Methods (4)
6. HSCI 616. Environmental and Occupational Health (4)
7. HSCI 617. Epidemiology (4)
8. HSCI 605. Health Care Accounting and Financial Analysis (4)

Leadership Core (16 units)

1. HSCI 653. Health Law and Medical Ethics (4)
2. HSCI 665. Strategic Health Services Management and Change in Health Care Organizations (4)
3. HSCI 675. Health Services Administration Leadership, Team and Quality Development (4)
4. HSCI 685. Health Services Administration Capstone Seminar (4)

Electives (4 units)

Elective courses will be determined in consultation with an advisor.

Culminating Experience (4 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 697 (4) 	<ul style="list-style-type: none"> • HSCI 699 (4) 	<ul style="list-style-type: none"> • HSCI 696A(4) 	<ul style="list-style-type: none"> • HSCI 999 Comprehensive Exam (0) • Must complete an approved Elective course – 4 units

FREQUENTLY ASKED QUESTIONS ABOUT THE MSHSA PROGRAM

What can I do with a degree in 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.

How many units are required for the degree?

The formal course of study requires 64 units: 8 units in Foundation Courses, 32 units in Basic Core, 16 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 4 units, or a non-thesis/non-project option with a comprehensive exam (0 units) and 4 units of approved elective course.

Is a thesis required for graduation?

No. MSHSA students may fulfill the university's Graduation Requirement one of four ways: 1) a Residency (minimum of 120 hours), 2) a Comprehensive Examination plus 4 units of electives during the last quarter of study, 3) a Graduate Project, OR 4) a Master's Thesis.

How long does it take to complete the MSHSA program?

The program is designed to be completed in two academic years taking full course load. However, students also have the option of completing the program on a part time basis that could take 3 to 4 years to complete depending on the number of courses taken each quarter. 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! Graduate courses are sequenced and the students must take the courses in the quarter they are offered.

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. Some courses are offered as hybrid or totally online.

Are any MSHSA courses offered over the summer?

Not at this time. 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.

What are the program prerequisites?

There are no set prerequisite courses at this time. Students should show evidence of knowledge obtained in upper division undergraduate course work such as statistics, accounting and finance, management, and 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. Once enrolled, all students in the MSHSA program are assigned a faculty advisor. Plan to meet with your advisor quarterly.

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 Office of Graduate Studies. 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 course assignments.

How can I find more information about the program?

Please 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 Graduate Studies via CSU Mentor website:

http://www.csumentor.edu/admissionapp/grad_apply.asp. Additionally, students must apply to the program by sending the complete application and supplemental material to the Department of Health Science and Human Ecology, located in PS 226 for admission to the MSHSA program. Deadlines for 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 30th and May 15th**. However, if May 15th falls on a Saturday/Sunday, the application is due the following Monday if the 15th falls on Saturday or Sunday. The applications will be reviewed as they are received by the committee.

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 Graduate Studies via the CSU Mentor website: http://www.csumentor.edu/admissionapp/grad_apply.asp. Applicants must be admitted to the University's Graduate Division in order to begin the MSHSA program.
2. Submission of required paper application and 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 as hard copy to: Office of the Graduate Studies 5500 University Pkwy San Bernardino CA 92407 http://gradstudies.csusb.edu/index.html		Materials to be sent as hard copy to: Department of Health Science MSHSA Program 5500 University Pkwy San Bernardino CA 92407 http://health.csusb.edu	
✓	Submit the following materials:	✓	Submit the following materials:
	A completed graduate admission application at CSU Mentor and pay the application fee: http://www.csumentor.edu/admissionapp/grad_apply.asp Be sure to download the application to your computer		A paper copy of your graduate admission application (downloaded from CSU Mentor)
	Official transcripts from all college-level course work to Office of the Graduate Studies, CSUSB		A Statement of Purpose (2-3 pages) (Appendix B)
			Resume or Curriculum Vitae
			Copies (photo copies) of all college transcripts sent to the Office of Graduate Studies (last 60 semester or 90 quarter units) and post baccalaureate work.
	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. Please refer to the website: http://gradstudies.csusb.edu/prospectiveStudents/howToApply.html		At least three letters of recommendation use Appendix D (the letter should address your academic and professional qualifications as well as your potential in the profession). Please have the referee give you the signed sealed envelop for submission with your packet
	Copy of GRE certificate (unless waived, refer to the FAQ below)		Official GRE certificate (unless waived, refer to the FAQ below)*
			Evidence of completion of Graduate Entrance Writing Requirement (Appendix E). <i>For students who do not meet this requirement, conditional acceptance may be granted until requirement is completed.</i>
			Signed Program Requirements: Use attached form (Appendix A)
			A self-addressed stamped postcard for us to acknowledge receipt of your application packet

Note: All matters relating to the graduate admissions must be handled directly with Office of Graduate Studies. The HSCI Department staff has nothing to do with the process and can neither help nor answer questions. You may call the Office of Graduate Studies at 909.537.5058

We will establish an MSHSA Application File for you as soon as we receive your packet of materials. Please note that NO materials will be added after the closing date; therefore, it is important for you to submit all items before the deadline.

Admissions Decisions

MSHSA admissions decisions are based on your overall packet submitted, 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 the graduate school applications. Please be assured that all of the materials in your admission file 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 field of health care management. Admissions decisions will be made between February and July and the acceptance letters will be sent by August 15.

FREQUENTLY ASKED QUESTIONS ABOUT MSHSA ADMISSIONS

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

No. Students are only admitted in the Fall quarter.

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

It is possible to take non-graduate courses at CSUSB through Open University without being admitted to a particular program. Some prospective applicants enroll in our undergraduate upper division courses or take an expository writing course (NSCI 306) 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 admission to the MSHSA program.

***Do I have to take the GREs?**

The GRE is designed to judge the different applicants on the same basic level of learning in verbal and quantitative ability, and analytical writing skills. Generally, the overall decision for entrance into this program are not solely based on the GRE score.

GRE waiver will be granted to graduates of CSUSB's Bachelor of Science degree in Health Science with concentrations in Healthcare Management and apply to MSHSA program within two years after graduation. In order to be granted GRE waiver, these applicants must complete the undergraduate program in HSCI (MSHSA concentration) and received a grade B or higher in at least five of the following courses: HSCI 480, HSCI 438, HSCI 315, HSCI 352, HSCI 451, HSCI 360, HSCI 468. **If you do not meet this criteria, you must submit a GRE score with your application packet.**

The MSHSA admission committee reviews the whole packet and consider other criteria such as applicant's overall GPA, grades on certain undergraduate coursework, work experience, statement of purpose, writing sample, and letters of recommendations.

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 at CSUSB and to acquire an MSHSA degree at this point in your life (see Appendix B). 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 management. 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, craft, and edit this document carefully. The statement of purpose is the centerpiece of your application to the MSHSA program (refer to Appendix B).

What should I include in my resume or curriculum vitae?

Everything that will help us to understand the work you have been doing, your academic preparation, your achievements and certificates received, and your professional skills, knowledge, and experience. You may include both paid and volunteer work experiences, but please be sure to indicate time periods and whether the work was full-time or part-time and if they were completed as a part of courses taken. Be thorough and comprehensive.

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

People who can address your professional and academic work and as well as your potentials should write your letters of recommendation. Yes, they should use the standard form attached (Appendix D). They may attach a letter or

statement to the form. Be sure to inform the referree that the letter needs to be in a sealed envelope with their signature across the seal. You should collect the letters and send it with your application packet to the Department of Health Science and Human Ecology.

Who makes admissions decisions?

The MSHSA Program Graduate Committee makes the decisions regarding acceptance into the MSHSA program. However, admission to the University can only be made by CSUSB Office of Graduate Studies and the Graduate Dean.

How can I find out the status of my application?

Unfortunately, we do not currently 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 15 (depending on application submission date following the close of applications).

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

There are several reasons, including: (1) previous grades and GPA, (2) weak statement of purpose, (3) poor letters of recommendation, (4) low GRE score (if required), (5) weak writing sample, (6) incomplete application and/or (7) not meeting the deadlines.

Minimum overall GPA requirement for the program is 3.0; however, with relevant work and volunteer experiences, the GPA between 2.5 and 3.0 will be considered for admission.

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, finance, accounting, management, and math/statistics. A pattern of low grades (below B) in any of those course areas could adversely affect an MSHSA application decision. Work or volunteer experience is desirable but not required; however, it may be used to balance the GPA. Personal goals should match the roles of professionals in health care management.

If admitted, do I have to attend an orientation?

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

Appendix A
MSHSA
PROGRAM REQUIREMENTS

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

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. Completion of all courses in sequence with a minimum passing grade of B.
5. Consistent and regular attendance of classes.
6. Attendance at special 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:** _____

Appendix D

**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 (applicant: please complete and sign this section).

Signature of applicant _____ Date _____

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 CSUSB MSHSA

Name of evaluator: _____ Evaluator’s telephone number: _____

Evaluator title/position and email address: _____

Address (include city, state, zipcode, and country)

PART II—INSTRUCTIONS FOR THE INDIVIDUAL WRITING THE REFERENCE LETTER

Please attach your statement/letter of support evaluating the person named above for enrollment in and successful completion of a master's degree program. Please use your business stationery with letterhead, if appropriate. Please include this form and your statement/letter in a sealed envelope and sign your name across the seal. Please give the signed, sealed envelope to the applicant. 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: Highly Recommended Recommend without Reservation
 Recommend with reservation 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

Appendix E
Graduate Entrance Writing Requirement
Admission Application for MSHSA

Graduate students will be required to pass (or to have passed) the graduate entrance writing requirement before being fully classified into a graduate program, unless an earlier completion is specified for a particular program.

The requirement can be satisfied through one of the following means:

- 1. The CSUSB 306 course:** Completion, with a grade of "B" (3.0) or better, within seven years prior to acceptance into the program of one of the following courses: EDUC 306, ENG 306, HUM 306, MGMT 306, NSCI 306, or SSCI 306, or equivalent at a non-CSUSB campus.
- 2. GRE score:** Students who score 5.0 or higher on the writing portion of the Graduate Record Examination (GRE) may waive the Graduate Entrance Writing Requirement.

For those who do not meet the entrance requirement, conditional acceptance can be granted with one of the following requirements: Pass the Writing Requirement Exemption Exam (WREE) within first year of MPH program (up to three times) **OR** publish a first author peer-reviewed manuscript prior to graduation **OR** Take a CSUSB 306 course within the first year of MPH program.