



**SCHOOL OF BUSINESS AND  
PUBLIC ADMINISTRATION**  
CSU BAKERSFIELD

## STUDENT HANDBOOK

(Revised: May 2023)

# MASTER OF SCIENCE IN HEALTH CARE ADMINISTRATION (MSHCA)

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# MS-HCA Mission Statement & Competencies

The purpose of the Master of Science in Health Care Administration Program (MSHCA) is to prepare evidence based, reflective practitioners for management and administration in health care organizations and to advance the following principle:

*All health care organizations, professional groups and private and public purchasers should adopt as their explicit purpose to continually reduce the burden of illness, injury and disability and to improve the health functioning of the people of the United States. (US Guiding Principle for Health Care from President Clinton's Advisory Council)*

*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. A demonstration of skills in team processes and personal interactions is just as important.

*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 their 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.

# Academic Integrity Policy

The principles of truth and integrity 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 without giving unauthorized assistance. Faculty have the responsibility of exercising care in the planning and supervision of academic work so that honest effort will be encouraged and positively reinforced.

There are certain forms of conduct that violate the university's policy of academic integrity:

**ACADEMIC DISHONESTY (CHEATING)** is a broad category of actions that involve 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) which consists of the misuse of published or unpublished works of another by claiming them as one's own. Plagiarism may consist of handing in someone else's work as one's own, copying or purchasing a pre-written composition and claiming it as one's own, using paragraphs, sentences, phrases, words, or ideas written by another without giving appropriate citation, or using data and/or statistics compiled by another without giving appropriate citation.

Another example of academic dishonesty (cheating) 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 instructors of the affected courses.

When a faculty member discovers a violation of the university's policy of academic integrity, the faculty member is required to notify the Dean of Students Office and the student(s) involved. A course grade of 'F' may be assigned, or another grade penalty may be applied at the discretion of the course instructor. Additional disciplinary sanctions are determined by the Assistant Dean of the Dean of Students Office.

Disciplinary sanctions may include:

- disciplinary probation,
- suspension,
- permanent expulsion from the university or from the California State University system,
- administrative hold on the release of records,
- and withholding a degree.

Disciplinary probation shall be noted on the student's formal academic record only for the duration of the probationary period. Disciplinary suspension of more than one academic year and expulsion are a part of the student's permanent record.

The student may pursue a formal hearing or make a settlement agreement with the Assistant Dean of the Dean of Students Office.

The Dean of Students Office shall conduct an investigation, confer with the faculty member, students and any witnesses identified, and review all evidence. The student is entitled to a formal hearing scheduled by the Dean of Students Office, in which the evidence of the alleged violation shall be presented before an impartial Hearing Officer (appointed by the President) and the student shall be present to provide an explanation or defense. The Hearing Officer shall submit a written report to the President containing the findings, conclusions, and recommendations.

Alternatively, a settlement agreement may be made with the Dean of Students Office. The settlement agreement will specify the disciplinary sanctions, the length and terms of disciplinary probation or suspension, and the conditions the student is expected to meet in order to remain in good standing (e.g., training or regular meetings with the Dean of Students Office). All sanctions are reported to the instructor reporting the incident, the student's Chair, and the student's Dean.

Any repeated violation of academic integrity shall result in more serious academic sanctions. Normally, this will include suspension or expulsion from the university with a note on the student's permanent record.

## Contact Information

### **MSHCA Director**

Dr. Anthony Pallitto, Ph. D  
Email: [apallitto@csub.edu](mailto:apallitto@csub.edu)  
Phone: (661) 654-4033  
Office: BDC 106A

### **Graduate Programs Coordinator**

Luis Hernandez, MBA, M.P.A  
Email: [MBA@csub.edu](mailto:MBA@csub.edu)  
Phone: (661) 654-2780  
Office: BDC 120A

### **Admissions Office**

Email: [postbaccadmissions@csub.edu](mailto:postbaccadmissions@csub.edu)  
Website: [csub.edu/admissions](http://csub.edu/admissions)

### **International Admissions Office**

Email: [internationaladmission@csub.edu](mailto:internationaladmission@csub.edu)  
Website: [csub.edu/isp/contact-international-students](http://csub.edu/isp/contact-international-students)

### **Financial Aid Office**

Email: [finaid@csub.edu](mailto:finaid@csub.edu)  
Website: [csub.edu/financial-aid](http://csub.edu/financial-aid)

# Academic Probation and Academic Disqualification

All graduate and post-baccalaureate students should be aware of the following regulations concerning academic probation and academic disqualification. Students enrolled in a second baccalaureate degree program are governed by the academic standards for undergraduate students.

## Academic Probation for Graduate Students

In general, a graduate student shall be subject to academic probation at the end of any academic term where the student's grade point average for all course work that is in the Plan of Study falls below a "B" (3.0) average. However, students admitted to a graduate program may be subject to academic probation when their performance is judged to be unsatisfactory with respect to the scholastic and/or professional standards established by the individual graduate program. The appropriate program director will initiate the Academic Probation process using the Academic Probation form. Judgment of performance will be based upon review by the graduate program director and the Office of Academic Programs. All graduate students are encouraged to consult with their respective graduate program directors regarding acceptable scholastic and/or professional standards established by the graduate program.

## Academic Disqualification for Graduate Students

A graduate student shall be subject to academic disqualification if, while on academic probation, the student fails to satisfy the conditions of probation and attain a 3.0 GPA. Academic disqualification will be initiated by the program director using the Academic Disqualification form and must be approved by the appropriate academic dean, and the Office of Academic Programs.

## Students: Important Information

[csub.edu/current-students](https://csub.edu/current-students)

- Click on the link above to find information on MyCSUB, Canvas, Important Dates, and "How Do I's..."

# Academic Calendar Fall 2023

## Fall Semester 2023

March 20	.....	Academic Advising for Continuing Students Begins (for Summer 2023 & Fall 2023)
April 10	.....	<b>Registration</b> for Continuing Students Begins (for Summer 2023 & Fall 2023)
May 01	.....	<b>Orientation</b> for New Undergraduate Students Begins
May 01	.....	Deadline to Apply for <b>Fall 2023</b> Graduation
May 22	.....	Last Day to Register to Vote for Primary Election
June 05	.....	<b>Academic Advising</b> for New Transfer Students Begins (for Fall 2023)
June 05	.....	<b>Registration</b> for New Transfer Students Begins (for Fall 2023) Registration for
June 05	.....	Postbaccalaureate Students (separate)
June 06	.....	CA Statewide Primary Election
June 26	.....	<b>Academic Advising</b> for First-Time First-Year Students Begins (for Fall 2023)
June 26	.....	<b>Registration</b> for First-Time First-Year Students Begins (for Fall 2023)
August 21	.....	<b>ALL FACULTY DUE ON CAMPUS</b>
August 28	.....	<b>First Day of Classes</b>
September 4	.....	<b>Holiday</b> – Labor Day – Campus Closed
September 7	.....	Last Day to Add Classes
September 7	.....	Last Day to Change between Audit and Letter Grading
September 25	.....	Census Day
September 25	.....	Last Day to Change between Credit/No-credit and Letter Grading
September 25	.....	Last Day to Withdraw from Classes without a "W" being recorded
October 02	.....	<b>Academic Advising</b> for Continuing Students Begins (for Spring 2024)
October 11	.....	Campus-wide Emergency Evacuation Day
October 20	.....	Last Day for Faculty to Order Course Materials Through Campus Bookstore for Spring 2024
October 23	.....	<b>Registration</b> for Continuing Students Begins (for Spring 2024) Last
October 24	.....	Day to Register to Vote for the General Election
November 01	.....	Deadline to Apply for <b>Spring 2024</b> Graduation
November 01	.....	Deadline to apply for <b>Summer 2024</b> Graduation
November 08	.....	CA Statewide General Election
November 10	.....	<b>HOLIDAY</b> - Veterans Day Observed - Campus Closed Academic
November 13	.....	Advising for New Students Begins (for Spring 2024) <b>Registration</b> for
November 13	.....	New Students Begins (for Spring 2024)
November 13–17	.....	SOCI Week
November 17	.....	Last Day to Withdraw from Classes for a Serious and Compelling Reason
November 22	.....	No classes - Campus Open
November 23 - 24	.....	<b>HOLIDAY</b> - Thanksgiving - Campus Closed
December 11	.....	Last Day to Submit Completed Thesis / Dissertation
December 11	.....	<b>Last Day of Classes</b>
December 12-18	.....	Examination Period
December 15 -16	.....	Commencement
December 19	.....	Evaluation Day
December 20	.....	Grades Due

**Winter Break: December 21, 2023 - January 18, 2024**

Link to Academic Calendars: [csub.edu/calendars/academic](https://csub.edu/calendars/academic)

# Academic Calendar Spring 2024

## Spring Semester 2024

October 02	.....	Academic Advising for Continuing Students Begins (for Spring 2024)
October 23	.....	<b>Registration</b> for Continuing Students Begins (for Spring 2024)
November 01	.....	Deadline to Apply for <b>Spring 2024</b> Graduation
November 01	.....	Deadline to Apply for <b>Summer 2024</b> Graduation
November 13	.....	Academic Advising for New Students Begins (for Spring 2024)
November 13	.....	<b>Registration</b> for New Students Begins (for Spring 2024)
January 15	.....	<b>HOLIDAY</b> - Martin Luther King, Jr. Day - Campus Closed
January 18	.....	<b>ALL FACULTY DUE ON CAMPUS</b>
January 22	.....	<b>First Day of Classes</b>
January 31	.....	Last Day to Add Classes
January 31	.....	Last Day to Change between Audit and Letter Grading
February 16	.....	Census Day
February 16	.....	Last Day to Change between Credit/No-credit and Letter Grading
February 16	.....	Last Day to Withdraw from Classes without a "W" being recorded
March 11	.....	Academic Advising for Continuing Students Begins (for Summer 2024 & Fall 2024)
		<b>Spring Semester Break: March 24, 2024 – March 31, 2024 (Easter is March 31, 2024)</b>
April 01	.....	<b>HOLIDAY</b> - Cesar Chavez Day Observed - Campus Closed
April 05	.....	Last Day for Faculty to Order Course Materials Through Campus Bookstore for Summer 2024 and Fall 2024
April 08	.....	<b>Registration</b> for Continuing Students Begins (for Summer 2024 & Fall 2024)
April 09	.....	Campus-wide Emergency Evacuation Day
April 19	.....	Last Day to Withdraw from Classes for a Serious and Compelling Reason
April 22 - 26	.....	SOCI Week
May 01	.....	<b>Orientation</b> for New Undergraduate Students (Begins)
May 01	.....	Deadline to Apply for Fall 2024 Graduation
May 10	.....	Last Day to Submit Completed Thesis / Dissertation
May 10	.....	<b>Last Day of Classes</b>
May 11 – 17	.....	Examination Period
May 17 - 18	.....	Commencement
May 20	.....	Evaluation Day
May 21 - 22	.....	Grades Due
May 27	.....	<b>HOLIDAY</b> - Memorial Day – Campus Closed

Link to Academic Calendars: [csub.edu/calendars/academic](https://csub.edu/calendars/academic)



# Graduate Lab Access

*The Lab is located in the Business Development Center (BDC) Building B on the 2<sup>nd</sup> floor in room 262.*

*The Lab code is emailed to Graduate Students the Friday before classes start, each semester.*

The Occidental Petroleum Graduate Research Lab continues to serve the BPA graduate students 24 hours a day, 365 days a year. In other words, we are open when the library is closed. The lab (and patio) are considered by the students to be an excellent place to study and network with other graduate students. It's your lab – treat it well.

Occidental Petroleum provided funding to build and outfit this room and the patio. Occidental Petroleum felt that the MBA students, MPA students, and MS-HCA students needed a place of their own to study, network, and relax between classes.

All the equipment and furnishings have been suggested by the BPA graduate students. Should you have an idea for something we do not have please send an email to [Lhernandez1@csub.edu](mailto:Lhernandez1@csub.edu) with any suggestions.

## **Restrooms:**

The 1<sup>st</sup> floor of the BDC classroom building closes around 10:00pm. If you need to use the restroom downstairs after that time, go down the stairs to the restroom. Then exit out the end near the elevator. If campus police arrive because a silent alarm has been tripped – point to this note.

## **Security Cameras in Use:**

The occupants of the Grad Lab are protected via video-only surveillance by campus police. Should an emergency arise, and you need immediate police or other assistance, push the red emergency button on the wall by the door and campus police will respond.

# MS-HCA Curriculum

The minimum number of units for this CSU Graduate Program is 30-36 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.

## **Requirements for the MSHCA Program (27 units)**

**PPA 4010:** Analytical Methods in Administration (3 units)

**HCA 5050:** Manage and Finance the Delivery of Health Care (3 units)

**HCA 5140:** History and Context in U.S. Health Care (3 units)

**HCA 5260:** Marketing in Health and Human Service (3 units)

**HCA 5360:** CQI in Health and Human Services (3 units)

**HCA 6030:** Research Methods in Administration (3 units)

**HCA 6180:** Health Policy and Policy Research (3 units)

**HCA 6610:** Strategic Management in Health Care and Human Service (3 units)

**HCA 6620:** Legal and Ethical Issues in Health Care (3 units)

## **Applied Research Project/Thesis (3 units)**

**HCA 6980** – Candidates for the MSHCA degree must complete a culminating activity in accordance with Title V of the California Administrative Code.

## **HCA 6860 Internship (3 units)**

Graduate students who do not have two years of supervisory experience in the health care sector will be required to take a health care sector internship.

**Electives (3-6 units)** to complete the program unit requirements must be approved by the Director of the Program and may be taken in any semester.

## ***Grade Point Average (GPA)***

- All graduate students are required to maintain a cumulative 3.0 grade point average in all graduate course work.

# Student ID

Location: **Walter W. Stiern Library** (refer to building 43 by parking lot D, in the campus map located at the end of this handbook)



The students' first ID is free, first replacement is \$5, all subsequent replacements are \$10.

## CSUB RunnerCard

The RunnerCard is more than just an ID card - it is your key to security, savings, and convenience at CSUB, along with select community partners. All CSUB students, faculty, and staff are eligible to receive a RunnerCard. The first RunnerCard is free for all students.

During the COVID-19 virtual instruction period and beyond, new RunnerCard photos can be submitted by using the online Photo ID Request form.

**Please fill out an online form to request a student ID:**  
[csub.edu/services/service-areas/photo-id](https://csub.edu/services/service-areas/photo-id)

# 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.

## *The CLASSIFIED Student*

### Fall Admission

#### *First Year*

##### *Fall Semester*

- PPA 4010
- HCA 5140
- HCA 5260

##### *Spring Semester*

- HCA 5050
- HCA 5360
- HCA 6180

##### *Summer Semester*

- Elective or Internship

#### *Second Year*

##### *Fall Semester*

- HCA 6610
- HCA 6030
- Elective or Internship

##### *Spring Semester*

- HCA 6620
- HCA 6980

### Spring Admission

#### *First Year*

##### *Spring Semester*

- PPA 4010
- HCA 5050
- HCA 6180

##### *Summer Semester*

- Elective or Internship

##### *Fall Semester*

- HCA 5140
- HCA 5260
- HCA6030

#### *Second Year*

##### *Spring Semester*

- HCA 5360
- HCA 6620
- Elective or Internship

##### *Fall Semester*

- HCA 6610
- HCA 6980

# *The **CONDITIONAL** Student*

## **Fall Admission**

### *First Year*

#### *Fall Semester*

- PPA 4010
- HCA 5140

#### *Spring Semester*

- HCA 5050
- HCA 5360
- HCA 6180

#### *Summer Semester*

- Elective or Internship

### *Second Year*

#### *Fall Semester*

- HCA 6610
- HCA 6030
- HCA 5260

#### *Spring Semester*

- HCA 6620
- HCA 6980

#### *Summer Semester*

- Elective or Internship

## **Spring Admission**

### *First Year*

#### *Spring Semester*

- PPA 4010
- HCA 5050

#### *Summer Semester*

- Elective or Internship

#### *Fall Semester*

- HCA 5140
- HCA 5260
- HCA6030

### *Second Year*

#### *Spring Semester*

- HCA 5360
- HCA 6620
- HCA 6180

#### *Summer Semester*

- Elective or Internship

#### *Fall Semester*

- HCA 6610
- HCA 6980

## **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.

## **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 (HCA 6860) 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.

## 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.

## 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 [https://csub.libguides.com/ld.php?content\\_id=47771475](https://csub.libguides.com/ld.php?content_id=47771475) 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 master's 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.

# Tuition and Fees Per Semester

Based on number of courses  
MSHCA program has a total of 12 courses + Internship

## California Resident

### 0 to 6 units

**\$3,031 Tuition**

Example:

- \$3,031 Tuition (3 units or one course) = \$3,031
- \$3,031 Tuition (6 units or two courses) = \$3,031

### 6.1 or more units

**\$4,537 Tuition**

Example:

- \$4,537 Tuition (9 units or three courses) = \$4,537
- \$4,537 Tuition (12 units or four courses) = \$4,537

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## Non-California Resident

### 0 to 6 units

**\$3,031 Tuition + \$396 per Unit**

Example:

- \$3,031 Tuition + \$1,188 Fees (3 units or one course) = \$4,219
- \$3,031 Tuition + \$2,376 Fees (6 units or two courses) = \$5,407

### 6.1 or more units

**\$4,537 Tuition + \$396 per Unit**

Example:

- \$4,537 Tuition + \$3,564 Fees (9 units or three courses) = \$8,101
- \$4,537 Tuition + \$4,752 Fees (12 units or four courses) = \$9,289

**\*Non-California Resident Fees are an extra \$396 per unit.**

\*For full fee breakdown, visit [csub.edu/financial-aid/costs/budgets](https://www.csub.edu/financial-aid/costs/budgets) or contact financial aid.

## Financial aid questions?

Visit [csub.edu/financial-aid](https://www.csub.edu/financial-aid) or call (661) 654-3016



# How to Make Payments

## **How to Pay for Items such as Classes:**

1. Log onto [my.csub.edu](http://my.csub.edu) to visit the student center
2. Under *Finances*, click "Account Inquiry & Make Payment"
3. Click the blue "Make a Payment" icon on the lower right
4. In the new CASHNet window, browse the available options and add to your cart
5. Follow the on-screen instructions to proceed with checkout

\*\*Class fees are due the Thursday before class starts/

## **How to Pay for Parking Permits:**

1. Visit [mycampuspermit.com](http://mycampuspermit.com)
2. Select "CSU Bakersfield" from the list
3. Click "Buy Permit"
4. Follow the on-screen instructions to proceed

\*\*Parking Permit FAQ: [csub.edu/bas/police/parking/permit/index.html](http://csub.edu/bas/police/parking/permit/index.html)

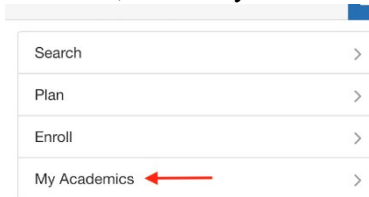
\*\*Frequently Asked Questions: [csub.edu/bas/fiscal/studaccount/Services/FAQ/index.html](http://csub.edu/bas/fiscal/studaccount/Services/FAQ/index.html)

\*\*Student Financial Services: [csub.edu/bas/fiscal/studaccount](http://csub.edu/bas/fiscal/studaccount)

# Applying for Graduation

## Apply:

1. Log onto [my.csub.edu](http://my.csub.edu) to visit the student center
2. Under *Academics*, click "My Academics" in the center-right

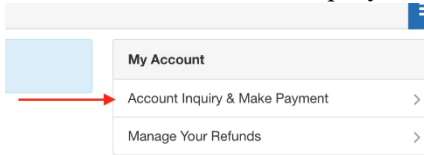


a.

3. Under *Current Academic Objective*, click "Apply for Graduation"
4. Select your graduation term
5. Click "Continue" to submit the application

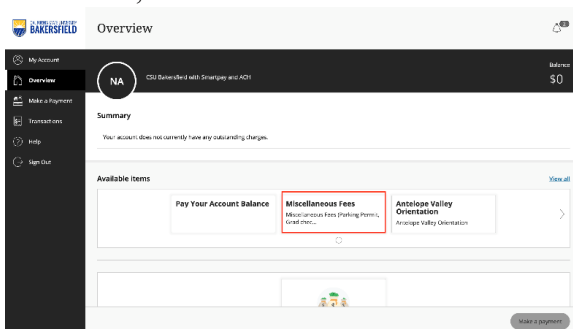
## Pay the Application Fee:

1. Log into [myCSUB](http://myCSUB) to visit the student center
2. Under *Finances*, click "Account Inquiry & Make Payment"



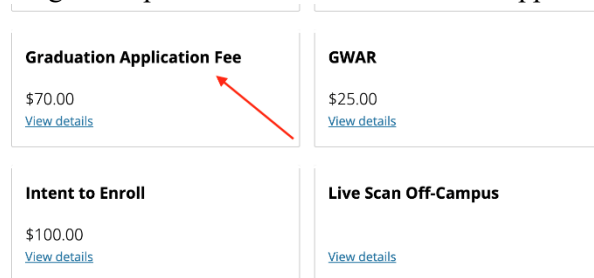
a.

3. Click the blue "Make a Payment" icon on the lower right
4. In the new window, select "Miscellaneous Fees"



a.

5. Scroll through the options and select "Graduation Application Fee"



a.

6. Click "add to payment" and "checkout" on the bottom right
7. Finally, follow the instructions to submit the payment
8. Once the fee is submitted, your application will be reviewed, and you will receive a response via email

# Pi Alpha Alpha

## Global Honor Society for Public Affairs and Administration

Pi Alpha Alpha is the Global Honor Society for Public Affairs and Administration. There are more than 160 chapters around the world at NASPAA member schools. Pi Alpha Alpha is run by *NASPAA: The Global Standard in Public Service Education* and is directed by the NASPAA. Committee members are appointed by the NASPAA President for terms up to three years.

Pi Alpha Alpha encourages and recognizes outstanding scholarship and accomplishment in public affairs and administration. It fosters integrity, professionalism, effective performance, and promotes the advancement of quality in the education and practice of the art and science of public affairs and administration. Membership identifies those with the highest performance levels in educational programs preparing them for public service careers. For more information: [pialphaalpha.org](http://pialphaalpha.org)  
Each spring, eligible CSUB MSHCA students are invited to join Pi Alpha Alpha. Generally, MSHCA students who have earned a GPA of 3.7+ are eligible to be inducted. We hope you will be among them.

### Photo Gallery - Meet our Students, Pi Alpha Alpha Inductees & Graduates

*We look forward to soon seeing you in these photos:*



*(L) 2016 Pi Alpha Alpha Inductees; (R) Chapter Pres. Courtney Clerico & 2016 Outstanding MPA Manuel Barrera*



*Past Inductees*

# Email Communications

## Your Email Addresses

The Student Center provides the ability to maintain your email addresses and mark one of them as preferred. You can have up to 3 email addresses, but only the On-Campus email will display on the Student Center. Click the On-Campus Email link in the Contact Information box to open the Email Addresses page, which will allow you to view your information.

Contact Information	
<u>Mailing Address</u>	<u>Permanent Addr</u>
101 Main Street Springfield, IL	None
<u>Main Phone Num</u>	<u>On-Campus Email</u>
None	<a href="#">jdoe@csub.edu</a>

## Email Addresses

Enter your email addresses below.

If multiple email addresses are entered, specify your primary contact email address by selecting the preferred checkbox.

*Email Type	*Email Address	Preferred	
Home	<input type="text" value="jdoe@gmail.com"/>	<input type="checkbox"/>	<a href="#">delete</a>
On-Campus	<input type="text" value="jdoe@csub.edu"/>	<input checked="" type="checkbox"/>	<a href="#">delete</a>
Other	<input type="text" value="jdoe@yahoo.com"/>	<input type="checkbox"/>	<a href="#">delete</a>

[ADD AN EMAIL ADDRESS](#)

[SAVE](#)

### For Assistance:

Contact: Help Desk

Phone: 661-654-4357

Email: [helpdesk@csub.edu](mailto:helpdesk@csub.edu)

# Faculty Contacts

**Dr. Chandra Commuri, Professor**

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Minor & Nonprofit Management Advisor

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MS-HCA Director

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**Dr. Thomas Martinez, Professor**

MPA Director

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**Dr. Jinping Sun, Professor**

Public Policy and Administration

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**Dr. Steven Daniels, Professor**

Bachelors' Degree in PA, Undergraduate Advisor

Email: [rdaniels@csub.edu](mailto:rdaniels@csub.edu)

# Course Descriptions

## **PPA 4010 Analytical Methods in Administration**

This seminar provides an introduction to applied research and basic statistical techniques for decision-making in public administration and the management of health care and nonprofit agencies. The course covers experimental, quasi-experimental and non-experimental research designs; measurement; data gathering techniques and sources, including survey research; and the analysis, evaluation, and communication of research findings. The course involves identification of a research question, secondary research, selection of an appropriate quantitative or qualitative design, and preparation of a research proposal. The course will also cover statistical analysis through linear regression. Serves as the undergraduate PPA statistics requirement and MPA and MSHCA foundation course. Students should have familiarity with interval level statistics. Prerequisite: sophomore standing or higher.

## **HCA 5050 Manage and Finance - The Delivery of Health Care**

As a result of political and social forces, the American health care delivery system has undergone fundamental change---the caregivers, care, institutions and relationships between and among system components are being continuously transformed. Central to understanding this change process is the concept of “managed care.” This course explores the history, current impact and implications for the future of managed care from the management and patient perspectives. The experiences of students in their local communities will be used to explore the processes of contracting, the revenue streams, authorization systems, utilization and risk management, quality improvement and other issues pertinent to administration in a managed care environment. Managed care has also had a profound effect on health policy, especially in regard to the Medicare, Medicaid, and other governmental programs. Course participants will have the opportunity to explore and discuss the dilemmas specific to a managed care environment in general and Kern County in particular. In conclusion the focus shifts to the roots of “managed care” ---the systems of other nations. This course explores the roots of the transformation and the various challenges presented by the stages and the models for the financing and delivery of care.

## **HCA 5140 History and Context in U.S. Health Care**

This course is an in-depth exploration of the health care delivery system of the United States and the contemporary challenges to that system in delivering health care services. The purpose of the course is to foster a conceptual and contextual understanding of the system to prepare students for careers and the manager/administrator for active, reflective participation in the delivery of health care services. The social, political, and economic forces that have shaped both the traditional and alternative care systems will be examined from an historical perspective. The contemporary situation will be assessed and critically analyzed through discussion of local/state health care issues and focused examination of a current issue. The future will be approached through discussions of health policy, culture shifts, the challenges of a global society, and the dilemmas inherent in global complexity. Learning experiences include but are not limited to texts, articles, exercises, videos, movies, games, and scenarios.

## **HCA 5260 Marketing in Health and Human Service**

This course focuses on aligning health and human services offerings with the demands of markets, in order to maximize customer / client value and organizational competitive advantage. Course components include: the nature of marketing function; differences in services and product markets and marketing; market analysis; fundamentals of individual and organizational



buying behavior; elements of the tactical marketing mix; and marketing strategies. Graduate students will work as individuals on projects.

### **HCA 5360 CQI in Health and Human Services**

Quality improvement activities are now essential to the financing and management of health and human service organizations. Third party payers, accrediting agencies, reviewers and regulators at all levels require health and human service organizations to set goals and measure outcomes and processes of care. Additionally, organizations may use quality standards to market services to service recipients that are increasingly aware of the risks and benefits involved in human service activities. This course introduces the student to major quality initiatives and the specific processes of work-flow management, statistical process control, patient management, clinical practice guidelines, analytic techniques and research strategies applicable to the quality improvement process. This course satisfies the PPA Department Applied Learning requirement through service learning.

### **HCA 6030 Research Methods in Administration**

The course examines quantitative and qualitative research design in public administration and health care management. Topics include selecting research topics, defining research questions, quantitative research design, qualitative research design, development of a literature review, measurement, and analysis.

Students must develop a research proposal as the key work product of the class. Prerequisite: Classified standing.

### **HCA 6180 Health Policy and Policy Research**

This course addresses health policy issues from the public policymaking process, through a history of US health policy, to the policy research challenges faced by managers and administrators. Explored are the stakeholders, policy networks, and policy impacts---including Medicaid, Medicare, S-CHIPs, and the PPACA. Types of policy research are introduced with a focus on the methods used, argumentation, and the stage of program evaluation.

### **HCA 6610 Strategic Management in Health Care and Human Service**

The management of health care and human service organizations has changed dramatically in the past few decades. Management of these competitive organizations now demands strategic thinking, planning and management. Preparation for this challenge begins with this course that requires students to draw on a foundation of traditional organization theories in management, organizational behavior, leadership and organization change. However, the focus of the course is building knowledge, skills and abilities in developing, implementing, and evaluating strategic processes and practices. The course is designed as a hybrid model; seat time is reduced and IT data gathering, and group and individual case preparation time is increased. Each student will participate in a community service project as well. Prerequisite: Classified standing.

### **HCA 6620 Legal and Ethical Issues in Health Care**

This graduate seminar examines the legal and ethical issues that confront managers and administrators in health care and human service organizations. Explored will be the social, cultural, legal, economic and organizational values, paradoxes and dilemmas of our society and the laws, regulations, codes, standards and theories constructed to deal with these issues. The course is grounded in ethical and legal philosophies and examines the value-based belief systems we use individually, as a nation, and through health care and human service organizations. Participants will be encouraged to develop or further shape an ethical system through which they will manage. Methods that stimulate reflection and description are integral.

Therefore, the seminar format is used. Texts, debates, newspapers, fiction, nonfiction, movies, videos, case studies, exercises, and games are some of the learning techniques that may be employed.

Prerequisite: Classified standing.

### **HCA 6980 Applied Research Project**

Candidates for the MS HCA degree must complete an applied research project in accordance with Title V of the California Administrative Code. The purpose of this activity is to demonstrate competency acquired in the graduate program. This includes mastery of knowledge in the discipline and in the ability to use theory and method in the preparation of an applied research project. Prerequisites: HCA 5360; and Prerequisite or Corequisite: HCA 6030.

Classified standing. This course follows the formal thesis format and standards set by the Graduate Directors Council and/or University.

### **HCA 6860 Internship**

An internship experience is required for all students that have not had supervisory level experience in a health care setting. Requirements of the course include at least 200 hours of supervised management level experience and leadership of an assigned project. Completion of the course follows a formal/informal evaluation by the organization sponsor and a reflective essay by the student. This course is graded credit/no credit. May be repeated up to a maximum of 6 units.

CSUB Course descriptions link: [csub.edu/catalog/course-descriptions](https://csub.edu/catalog/course-descriptions)



# Campus Map

Interactive map: [maps.csub.edu](http://maps.csub.edu)



Name of Building (bldg#)	Grid Location
Administration (#9)	C3
Administration East (#5)	C3
Administration West (#8)	C3
Amphitheater (#62)	A4
Business Development Center	
Offices (#44a)	D3
Classrooms (#44b)	D3
Extended University (#44c)	D3
Rayburn S. Dezember Leadership Development Center (#44d)	D3
Office of the President (#44e)	D3
Child Care (#14)	D2
Classroom Bldg (#1)	B3
Coffee House (#68)	C3
Computing/Telecom Center (#65)	B4
Doré Theatre (#39)	B3
Dorothy Donohue Hall (#32)	C4
Education (#34)	C3
Engineering Modulars (#83)	D3

Name of Building (bldg#)	Grid Location
Environmental	
Studies Area (ESA) (#42)	E6
Facilities/Corporation Yard (#37)	F4
Facility for Animal Care & Treatment (F.A.C.T.) (#64)	F6
Faculty Towers (#6)	C3
Fine Arts (#2)	B3
Greenhouse (#66)	C5
Handball Courts (#40)	D5
Icardo Center (#52)	E4
J. Antonino Sports Center (#61)	D5
J.R. Hillman Aquatic Center (#45)	D5
Lecture Bldg (#3)	C3
Modular East I (#63b)	C5
Modular East II (#63c)	C5
Modular East III (#63d)	C5
Modular West (#13)	D2
Music Building (#39a)	B3
Nursing Clinical	

Name of Building (bldg#)	Grid Location
Simulation Center (#31a)	D4
Outdoor P.E. Storage (#41)	F5
P.E. Modular A (#33a)	D5
P.E. Modular B (#33b)	D5
P.E. Modular C (#33c)	D5
Performing Arts (#4)	C3
Physical Education (#33)	D4
Plant Operations (#11)	C3
Printshop (#11)	C3
Romberg Nursing Center (#31)	C3
Runner Cafe (#38)	C4
Runner Bookstore (#53)	C5
Satellite Plant (#56)	D2
Science I (#30)	C4
Science II (#36)	C4
Science III (#48)	D4
Shower-Locker (#12)	D3
Student Health Services (#35)	D4
Student Housing Northeast (#54a)	B7

Name of Building (bldg#)	Grid Location
Student Recreation Center (#67)	D5
Student Services (#10)	C3
Student Union/Bookstore (#53)	C5
Testing Center/Emergency Operation Center (EOC) (#31a)	D4
University Advancement (#7)	C2
University Police (#60)	D4
Visual Arts (#82)	B2
Walter Stiern Library (#43)	B4
Well Core Repository (#58)	F3

**Legend**

- Accessible Entrance **A**
- Accessible Restrooms **TR**
- Disabled Parking **D**
- Accessible Route
- Bike Path
- Bus Stop



CSU Bakersfield