



Master of Health
Administration Program
UNIVERSITY *of* FLORIDA

*Graduate Program
in Health Administration*
Student Handbook
2013 – 2014

Master of Health Administration Program

HPNP Building

1225 Center Drive

Gainesville, FL 32611-0195

352-273-6073

www.hsrmp.phhp.ufl.edu

TABLE OF CONTENTS

WELCOME	3
DEPARTMENT OVERVIEW	4
Mission Statement	4
Important Dates	4
MHA PROGRAM OVERVIEW	5
Mission Statement	5
Vision Statement	5
Values.....	5
Competencies	6
Requirements	7
Curriculum	8
Department Contact List.....	9
Professional Skills Seminar.....	10
Internship in Health Administration	11
COLLEGE OVERVIEW	18
Mission Statement	18
Organizational Structure	19
Academic Programs	20
IMPORTANT INFORMATION FOR STUDENTS	21
PROGRAM POLICIES AND GENERAL INFORMATION	22
Student Honor Code	22
Requirements for Satisfactory Progress.....	22
Grades.....	22
Incomplete Grades	23
Unsatisfactory Progress or Unsatisfactory Scholarship.....	23
Leave of Absence and Readmission	23
General Information	23
Gator 1 Card.....	23
Gatorlink Account	23
Social Media Guidelines, Policies and Procedures	24
HIPAA Training	24
e-Learning	25
Library Information	25
Recommended/Helpful Information	25
Expenses	25
Health Requirements	25
Bioterrorism	26
Smoking.....	26
Cell Phones and Beepers	26
Resources for International Students.....	26
Computer Requirements	26
Additional Information	27
Campus Facilities.....	28
HPNP Complex	28
Library	29
Bookstores	29
Circa Computer Labs	30
Teaching Center.....	30
Student Health Care Center at Shands Hospital	30
Counseling Center.....	30
Career Resource Center	30
Food Service	31
Post Office	31
Parking.....	31
DRESSING FOR SUCCESS	32

Welcome

Welcome to the dynamic and challenging world of Health Administration.

Health care is a progressive and dynamic field offering a wide variety of career opportunities. Health services organizations are looking for individuals who have the training and qualifications needed to manage the diverse aspects of the health enterprise and to guide its continuing evolution.

The Graduate Program in Health Administration Program at the University of Florida provides a high-quality educational experience that prepares well-qualified and motivated individuals to work in various management positions in healthcare organizations. We have an outstanding faculty, a rigorous and well-designed course of study, friendly and capable staff, a network of successful and talented alumni, and close ties to the field of practice. Moreover, the Graduate Program in Health Administration is accredited by the Commission on Accreditation of Healthcare Management Education (CAHME).

We seek students who are intelligent and hard-working, and who are committed to developing the depth and breadth of managerial skills needed to help organizations respond effectively to the rapid changes and challenges in the health care field.

This Student Handbook has been assembled to assist you as you progress through the program. It includes many of the instructions and forms you will need to successfully complete your degree requirements. Please also review the University of Florida Graduate Catalog and Student Guide for this academic year. This is essentially your contract with the University. And don't forget to use our Website to view new information. You are responsible for completing all academic requirements by the deadline dates and times established by the University. You may obtain the published information regarding these deadlines each semester from the program and/or the UF Graduate School in Grinter Hall.

Our very best wishes as you embark on this new stage of your career. We stand ready to assist you in every way we can. Please do not hesitate to consult with any of us as questions and issues arise.

MHA Program Faculty and Staff

Department Overview

The Master of Health Administration (MHA) Program is offered by the Department of Health Services Research, Management & Policy, which has degree programs at both the master's and doctoral level. In addition to the MHA, the Department offers the [PhD in Health Services Research \(HSR\)](#) a full-time doctoral program that prepares individuals to study the healthcare system as a whole; health services research is a multidisciplinary field of inquiry that examines the organization, delivery, and financing of health services. Finally, the Department offers the public health management and policy concentration within the University of Florida's [Master of Public Health \(MPH\)](#) program.

MISSION STATEMENT

The mission of the Department of Health Services Research, Management and Policy at the University of Florida is to:

- Prepare highly qualified and motivated students in our master's degree programs to become effective managers and leaders of health care and public health organizations.
- Educate outstanding doctoral students to become health services researchers who contribute to the body of knowledge regarding the organization, delivery, and financing of health services.
- Conduct research that achieves national, peer recognition for its contribution to creating new knowledge and for its value in informing health services practice and policy.
- Serve as active participants and leaders in our University, professional, and health services communities.

IMPORTANT DATES

FALL 2013

Wed., Aug. 21	Classes Begin
Mon., Sept. 2	NO CLASS – Labor Day
Fri., Nov. 8	NO CLASS – Homecoming
Mon., Nov. 11	NO CLASS – Veterans Day
Wed., Nov. 27 – Fri., Nov. 30	NO CLASS – Thanksgiving Break
Wed., Dec. 4	Classes End
Sat., Dec. 7, Mon. Dec. 9 – Fri., Dec. 13	Final Exams

SPRING 2014

Mon., Jan. 6	Classes Begin
Mon., Jan. 20	NO CLASS – MLK Holiday
Sat., Mar. 1 – Sun. Mar. 9	NO CLASS – Spring Break
Wed., Apr. 23	Classes End
Sat., Apr. 26, Mon. Apr. 28 – Fri., May 2	Final Exams
Fri., May 2 – Sun., May 4	Commencement

MHA Program Overview

The Master of Health Administration Program at the University of Florida is a two-year, 63-credit program, which is on-campus and full-time, with approximately 15-20 students in each cohort. All students enter the Program in the fall semester, then take a required sequence of courses in the fall and spring semesters for two years, with a required internship in the summer between the first and second years. The Program was established in 1964, with the first class of students graduating in 1966.

MISSION STATEMENT

The mission of the Graduate Program in Health Administration, which was adopted in August 2008, is to:

- Prepare highly qualified and motivated students to become effective managers and leaders of health services organizations.
- Conduct research that achieves national, peer recognition for its contribution to creating new knowledge and for its value in informing health services practice and policy.
- Serve as active participants and leaders in our University, professional, and health services communities.

VISION STATEMENT

The vision of the Graduate Program in Health Administration is:

- The vision of the Graduate Program in Health Administration is to be among the top publicly funded graduate programs in health administration and to train leaders who will improve the healthcare system and contribute to the provision of safe, high quality, and efficient health services.

VALUES

We emphasize the development of intellectual resources and skills that can help our graduates address today's complex health problems and pursue fulfilling careers in a variety of health arenas. The Program strives to impart the following values to all of our students:

- Excellence
- Integrity
- Social Responsibility
- Continuous Improvement
- Diversity
- Lifelong Learning

COMPETENCIES

All students in the MHA Program are expected to master a set of twenty-two competencies across four domains during the course of their studies. Competencies are the set of essential knowledge, skills, and other attributes that are expected of Program graduates. On completing the Program, graduates should be able to:

Healthcare Environment and Community

- Continually scan and interpret key trends and activities in the health care environment.
- Use evidence based approaches to design and implement programs that improve community health.
- Apply principles and methods of health policy analysis and development to key national, state, and local health issues.
- Understand, monitor, and comply with laws and regulations that protect health practitioners, organizations, and the public.
- Use marketing and needs assessment techniques in support of health care program development and implementation.

Healthcare Organizations and Performance

- Use the principles and tools of human resources management, organizational behavior, and the leadership of change to achieve organizational goals.
- Measure and improve clinical and organizational performance and, as needed, redesign, organizational systems and processes.
- Use principles of strategic human resources management to optimize workforce recruitment, retention, and performance.
- Understand and communicate the value of administrative, clinical, and decision-support technologies in improving organizational performance.
- Understand the roles and responsibilities of the governing board and identify effective techniques for establishing sound relationships between senior leaders and the board.
- Develop, evaluate, and understand how to implement strategies that further the mission, vision, and values of the organization.

Business Analysis and Techniques

- Use project management techniques and systems thinking to plan and manage an initiative involving significant resources, scope, and impact.
- Use statistical and analytical tools to measure and improve organizational performance.
- Apply general and health economics concepts and show demonstrated competence with analyses of pricing, service demand, and risk.
- Apply basic financial management and accounting principles in a health care context.
- Apply quality improvement principles and evidence-based techniques to analyze and improve patient care processes.

Leadership and Professionalism

- Understand how leaders energize stakeholders with a compelling vision that fosters and sustains their shared commitment to organizational goals.
- Assemble a team with balanced capabilities and use effective group processes to hold team members accountable individually and collectively for results.
- Identify and effectively use appropriate communication vehicles based on audience characteristics and communication goals.
- Articulate, model, and promote professional values and ethics.
- Accurately assess individual strengths and weaknesses (including the impact that you have on others) and engage in continual professional development including reflection and self-directed learning.
- Establish, build, and sustain a network of professional relationships.

REQUIREMENTS

All students enter the MHA Program in the fall semester, then take a required sequence of courses in the fall and spring semesters for two years, with a required internship in the summer between the first and second years. The MHA curriculum has been designed to meet current developments in the field of healthcare management, CAHME accreditation criteria, Council on Education for Public Health accreditation criteria, and the Program, Department, and College mission, goals and objectives.

First Year

First year course work concentrates on developing analytical and problem-solving skills. Each course applies the material to complex healthcare organizations. Instructors use various learning methods to introduce concepts, sharpen skills, and apply principles to the healthcare environment.

Summer Internship

During the summer between the first and second years of the Program, students serve as interns in various healthcare facilities throughout the nation. Internships provide opportunities to apply skills and knowledge learned in the classroom to the practice of healthcare management. And these applied experiences, in turn, strengthen students' competence in the key activities of our field. Although the structure of the internship will vary depending on the nature and needs of the organization and the skills of the intern, a typical internship will include both observation and participation. Observation would include activities such as attending a variety of meetings, interviewing or shadowing key personnel, and watching interactions between the Preceptor and other staff members. Participation often involves a project being assigned to the intern. Projects allow the intern not only to learn and develop, but also to actively contribute to the organization.

Second Year

Second year coursework hones students' knowledge and skills. Coursework emphasizes the specific challenges material to the healthcare industry. Included in the second year of study is the Capstone Course which all MHA students must complete and pass to graduate.

Professional Skills Seminar

The Professional Skills Seminar (often called the Friday seminar) is a required course that takes place every semester for both first and second year students. The purpose of this course is to serve as a bridge between MHA graduate coursework and the world of practice, with a focus on developing leadership, career planning, and professional skills.

Fellowship/Employment

In the second year, students are assisted in finding placement in a fellowship or job opportunity. UF's large national and international alumni network is instrumental in generating opportunities in the sector, organization, and location best suited to a student's strengths.

Student Study Area and Mailboxes

MHA student mailboxes are located in the MHA Student Lounge in HPNP 4182. All students have a mailbox and should check it frequently for information. Students should go to the HSRMP main office for the key to the lounge.

Master of Health Administration (MHA) Curriculum

YEAR 1			
SEMESTER	COURSE NUMBER	TITLE	CREDIT HOURS
Fall	HSA 6114	U.S. Health Care System	3
	HSA 6115	Introduction to Management of Health Services Organizations	3
	HSA 6105	Professional Skills Seminar	1
	PHC 6001	<i>Principles of Epidemiology</i>	3
	PHC 6050	<i>Statistical Methods for Health Sciences I</i>	3
Spring	HSA 5174	Fundamentals of Health Care Finance	3
	HSA 6126	US Health Insurance System	3
	HSA 6196	Health Services Operations Management	3
	HSA 6436	Health Economics	3
	HSA 6105	Professional Skills Seminar	1
Summer	HSA 6855	Internship in Health Administration	5
	HSC 5536	Medical Terminology – online	3
YEAR 2			
SEMESTER	COURSE NUMBER	TITLE	CREDIT HOURS
Fall	HSA 6177	Health Care Finance	3
	HSA 6188	Strategic Management in Health Administration	3
	HSA 6198	Information Management in Health Administration	3
	HSA 6427	Legal and Ethical Issues in Health Administration	3
	HSA 6105	Professional Skills Seminar	1
Spring	HSA 6152	Health Policy	3
	HSA 6342	Human Resource Management for Health Services Managers	3
	HSA 6385	Performance Management for Health Care Managers	3
	PHC 6937	<i>Introduction to Public Health – online</i>	3
	HSA 6105	Professional Skills Seminar	1
	HSA 6939	Capstone Seminar in Health Administration	3

Department Contact List
 1225 Center Drive, Room 4151 Gainesville, FL 32611
 PO Box 100195 Gainesville, FL 32610-0195

Main Office Phone: 273-6073
Fax: 273-6075

Building: #212
School Code: 001535

Name	Phone	E-Mail	Room #
DEPARTMENT STAFF			
Stilwell, Donna <i>Office Manager</i>	273-6071	stlwill4@phhp.ufl.edu	4154
Bell, Lilliana (Lilly) <i>Project Coordinator</i>	273-6078	lbell@phhp.ufl.edu	4136
Friedel, Claudia <i>Sub Contract Program Coordinator</i>	273-5279	ctamayo@phhp.ufl.edu	DG-70
Ross, Barbara J. <i>Student Recruitment Coordinator</i>	273-6074	bfross@phhp.ufl.edu	4154
Van Wert, Patricia (Patty) <i>Academic & Administrative Coordinator</i>	273-6072	pvanwert@phhp.ufl.edu	4151
FLORIDA CENTER FOR MEDICAID AND THE UNINSURED CENTER STAFF			(Located in the Dental Bldg.)
Chorba, Lorna <i>Research Project Manager</i>	273-5864	lchorba@phhp.ufl.edu	DG-150
Zhang, Jianyi <i>Research Data Manager</i>	273-5131	jyzhang@phhp.ufl.edu	DG-149
FACULTY			
Mainous, Arch G. <i>Chair & Professor</i>	273-8138	arch.mainous@phhp.ufl.edu	4155
Beau De Rochars, Madsen <i>Assistant Professor</i>		madsenbeau@phhp.ufl.edu	
Duncan, R. Paul <i>Professor</i>	273-6065	pduncan@phhp.ufl.edu	4133
Estrada, Daniel <i>Clinical Assistant Professor</i>	273-6069	estrada@phhp.ufl.edu	4145
Gapenski, Louis C. <i>Professor</i>	273-6064	gapenski@phhp.ufl.edu	4152
Hall, Allyson G. <i>Associate Professor & MHA Program Director</i>	273-5129	hallag@phhp.ufl.edu	4137
Harle, Christopher <i>Assistant Professor</i>	273-6081	charle@phhp.ufl.edu	4141
Harman, Jeffrey S. <i>Associate Professor & PhD Program Director</i>	273-6060	jharman@phhp.ufl.edu	4135
Jenkins, Randall C. <i>Clinical Associate Professor</i>	273-6080	jenkinsr@phhp.ufl.edu	4132
Peoples-Sheps, Mary <i>Senior Associate Dean for Public Health & Associate Professor</i>	273-6084	mpeoplesheps@phhp.ufl.edu	4110
Toth, Cynthia M. <i>Associate MHA Program Director</i>	273-6067	cmtoth@phhp.ufl.edu	4150
ADJUNCT FACULTY			
Cox, Phil		coxp@ufl.edu	
Crawford, Thomas		thomas.crawford@urology.ufl.edu	
Feller, Jeff		jafeller@phhp.ufl.edu	
Horky, Ralph		ralphhorky@gmail.com	
Moderie, Julie		ackermanj@wellflorida.org	
Perez-Velez, Roque V.		perero@shands.ufl.edu	
Ratliff, Toni J.		ratlift2@ufl.edu	
ROOMS			
Conference Room	273-6567		4142
Copy/Mail Room			4134
Grad Research Room	273-6068		4138
MHA Lounge	273-6063		4182
PhD Student Room	273-6627		DG-138

Answer call: Health Services.
Transfer call: Press "Transfer", dial the 5 digit extension of the person to whom you are transferring the call, wait one ring, press "transfer" again then hang up.
Forward/release a forward phone line: Press "Call Forward" and dial the 5 digit extension. **To release:** Press "Call Forward".
Place outside call: Dial 9 to get out and then the number you are calling (9 & 1 if long distance).
SUNCOM, INTERNATIONAL & OTHER DIALING: Detailed instructions are located under "Telephone Info.", page 20, UF Campus Directory. (Access to International Dialing must be requested thru Donna or Patty).
Shands Operator 265-0111 **UF Operator** 392-3261

HSA 6105 Syllabus
PROFESSIONAL SKILLS SEMINAR

Time: Friday, 1-3 PM

Course Overview

The Professional Skills Seminar is designed for future managers of healthcare organizations. The purpose of this course is to serve as a bridge between MHA graduate coursework and the world of practice, with a focus on developing career planning and professional skills.

Course Learning Objectives

Upon successful completion of the course, students should be able to:

- Prepare appropriate career progression documents;
- Cultivate professional networks for mutual support and career development purposes;
- Demonstrate an understanding of professional and ethical standards in the field of health care management practice;
- Compare and contrast management and leadership styles of health care executives from a variety of settings;
- Demonstrate a commitment to self-assessment and continuous improvement;
- Understand their individual management style, health care management competencies, and other personal leadership traits and areas for improvement;
- Identify various career opportunities within the health care system;
- Have an improved understanding of their managerial strengths and weaknesses and present a personal career development plan for addressing areas for improvement;
- Give and receive feedback from peers, superiors, and subordinates;
- Life-long learning activities for professional improvement;
- Conduct oneself in a manner that cultivates confidence and trust.

Targeted Competencies

- Articulate, model, and promote professional values and ethics in business and clinical decision making.
- Accurately assess individual strengths and weaknesses (including the impact that you have on others) and engage in continual professional development including reflection and self-directed learning.
- Establish, build, and sustain a network of professional relationships.
- Identify and effectively use appropriate communication vehicles based on audience characteristics and communication goals.
- Understand the roles and responsibilities of the governing board and identify effective techniques for establishing sound relationships between senior leaders and the board.
- Understand how leaders energize stakeholders with a compelling vision that fosters and sustains their shared commitment to organizational goals.

Course Requirements

1. Professional Skills seminar is scheduled for every Friday for both first and second year students during the fall and spring semesters from 1-3 PM. Technically, the seminar *could* meet every Friday. Typically, the seminar meets about 10 Fridays each semester. In special cases, the seminar may be held on another day of the week or at a different time; if so, you will receive notice well in advance.
2. All students must complete competency assessments and several career development activities, as outlined by the instructor.
3. All students are expected to wear professional attire and to act in a professional manner at all course meetings, unless otherwise noted.

Behavior Expectations/Professionalism

As you are all preparing to become managers and eventually executives, professional behavior should already be your norm. Students are expected to arrive for class on time, **turn off all cell phones and electronic devices prior to class, close all laptop computers during class unless requested otherwise** and above all, **be respectful of your peers**. If behavior becomes an issue you will be asked to leave the classroom.

INTERNSHIP IN HEALTH ADMINISTRATION

Purpose and Structure of the Internship

The internship is an integral part of the MHA, in which students have the opportunity to apply concepts and skills learned in the classroom to the practice of healthcare management. After the first two semesters of coursework, students complete an internship during the summer semester, followed by coursework in the final two semesters. Students are expected to work full-time for at least 10 weeks from approximately mid-May to mid-August during the summer semester.

Although the structure of the internship will vary depending on the nature and needs of the organization and the skills of the intern, a typical internship will include both observation and participation. Observation would include activities such as attending a variety of meetings, interviewing or shadowing key personnel, and watching interactions between the Preceptor and other staff members. Participation often involves a project being assigned to the intern. Projects allow the intern not only to learn and develop, but also to actively contribute to the organization.

Students are strongly encouraged to work with their Preceptors to select internship activities that will strengthen competence in appropriate areas. Ongoing assessment information should be utilized by the Preceptor and the student to modify activities during the internship. At the completion of the internship, Preceptors are asked to submit a written assessment of the student's performance on the Evaluation by the Preceptor Form.

The internship has an academic component as well; therefore, students enroll in a six-credit course for the summer semester. The primary requirement of the course is that the student prepares an *MHA Internship Portfolio*. The Portfolio serves as: 1) a guide to self-assessment of achievement of the MHA competencies, and 2) a compendium of documents that demonstrate accomplishments during the internship.

Key elements include:

- A Resume
- Internship Plan
- Weekly Journal
- Organizational Assessment
- Project Summaries

In addition to the summer course requirements, all students present an overview of their internship and projects in the fall semester of their second year. These presentations allow for consideration of the experiences in the larger context of health administration as a cross-disciplinary field and in relation to the competencies expected of all MHA graduates. Faculty, students and Preceptors are invited to attend the presentations and engage in dialogue about the students' projects.

First-Year Coursework

U.S. Health Care System
Professional Skills Seminar
Principles of Epidemiology
Statistical Methods for Health Sciences
Intro to Management of Health Services Organizations

Fundamentals of Health Care Finance
Health Economics
U.S. Health Insurance System
Health Services Operations Management

HSA 6855, "Internship in Health Administration"

Summer 2014

Cynthia M. Toth, MBA, MHS
Department of Health Services Research, Management & Policy
University of Florida
101 S. Newell Drive, Room 4150
PO Box 100195, Gainesville, FL 32610-0195
Phone: 352-273-6067, Fax: 352-273-6075
E-mail: cmtoth@php.ufl.edu

All course materials will be posted on UF e-learning site: <https://lss.at.ufl.edu/>

COURSE DESCRIPTION

Supervised full-time work in health administration.

LEARNING OBJECTIVES

("At the end of the internship, students should be able to ...")

- Assess the clinical, operational, and managerial aspects of the internship organization.
- List and explain the tasks assigned and projects accomplished during the internship and how they contribute to the student's career goals.
- Identify and effectively use appropriate communication methods depending on audience characteristics and communication goals.
- Describe ways in which the internship has strengthened problem-solving, communication, and presentation skills.
- Identify key environmental factors affecting the internship organization.
- Understand and assess sources of power and authority and how they are distributed within the internship organization.
- Describe and evaluate the nature of the clinical staff and clinician relations in the internship organization or clinician executives in non-provider organizations.
- Explain how the internship contributed to the establishment of a network of professional relationships.
- Conduct oneself in a professional manner that cultivates confidence and trust.
- Complete a self-assessment of leadership effectiveness in the context of the individual's MBTI leadership profile

TARGETED COMPETENCIES

- Continually scan and interpret key trends and activities in the health care environment
- Use the principles and tools of human resources management, organizational behavior, and the leadership of change to achieve organizational goals.
- Measure and improve clinical and organizational performance and, as needed, redesign, organizational systems and processes.
- Understand and communicate the value of administrative, clinical, and decision-support technologies in improving organizational performance.
- Understand the roles and responsibilities of the governing board and identify effective techniques for establishing sound relationships between senior leaders and the board.
- Understand how leaders energize stakeholders with a compelling vision that fosters and sustains their shared commitment to organizational goals.

- Identify and effectively use appropriate communication vehicles based on audience characteristics and communication goals.
- Articulate, model, and promote professional values and ethics.
- Accurately assess individual strengths and weaknesses (including the impact that you have on others in teamwork and leadership situations) and engage in continual professional development including reflection and self-directed learning.
- Establish, build, and sustain a network of professional relationships.

COURSE REQUIREMENTS

The grade for the six-credit internship course is Satisfactory/Unsatisfactory.

All the course requirements listed below must be completed in order to receive a grade of Satisfactory.

1. Contact Sheet.

Due Date: April 13

You must submit this form at the internship briefing.

2. Internship Plan.

Due Date: One Week After Start Date

Description of internship organization and proposed tasks and responsibilities.

The internship plan must include the following information:

- Preceptor's name, title, and contact information
- Brief description of the internship organization
- Your objectives for the internship
(link objectives to targeted competencies and areas for improvement)
- Anticipated activities, assignments, and projects

You may submit this in person, via e-mail attachment, by mail, or by fax.

3. Phone Appointments.

Due Date: June 4 - 22

You must schedule two phone appointments during this period:

- First, a phone meeting between Preceptor and Ms. Toth
- Then, a phone meeting between you and Ms. Toth

I will post a calendar with available appointments on the e-Learning site. You then must e-mail me to request appointments for yourself and your Preceptor – first come, first served. In addition, I need a copy of your Preceptor's bio before my appointment with him or her.

4. Internship Portfolio.

Due Date: August 8

The internship portfolio provides a record of activities and accomplishments during the internship. If your internship extends beyond August 8, use August 1 as your “cut-off” date and describe activities, etc. up to that point. Any major projects completed after that date can be included in your presentation in the fall semester.

The portfolio must include the following:

- a. **Internship Plan**
Include the internship plan as prepared for requirement #2 above.
- b. **Weekly Journal: description of appointments, activities, projects**
The objective of the journal is to provide a “running record” of your activities, with the level of detail for the entries being largely your call. Past interns have found the journal to be quite useful and recommend that you take a few minutes to do this each week (or even each day).
- c. **Organizational Assessment: structured description of organization**
The format is up to you, but the assessment must include information regarding: organization name and location; ownership; services offered; licensing & accreditation; size; governance; organizational structure (including an organizational chart); mission, vision, values, etc.; external environment (market, key competitors, etc.); patient mix; payer mix; employees; medical staff; any other key characteristics.
- d. **Personal Leadership Self-Assessment**
Using your MBTI profile, describe with personal examples of how you used your strengths and experienced challenges in your internship. Explain how you “moved beyond your comfort zone” and grew in leadership effectiveness. Include coaching and mentoring feedback from your preceptor.
- e. **Project Summaries: brief description of each of your projects**
The length of the written summary will depend on the amount of time and effort you devoted to the project. Use a separate page for each project. At a minimum, the summary should be 2-3 paragraphs long. You should also include other materials related to the projects as relevant (i.e., spreadsheets, slides for presentation, etc.).

Due to its size, you must submit the portfolio in person or by mail.

I will return the portfolio to you at the beginning of the fall semester, so that you can use it in preparing for your internship presentation and for placement interviews.

5. Evaluation Forms.

Due Date: August 8

The evaluation by the intern is due by August 8. We will use Survey Monkey for the evaluation, and you will receive an e-mail with the link.

At the end of July we will send a letter to the Preceptor that includes a Certificate of Appreciation. We will use Survey Monkey for the Preceptor's evaluation, which we request be submitted by August 9. We recommend that you monitor submission of the evaluation by the Preceptor. You also should schedule a meeting with your Preceptor, to discuss the evaluation and your performance in the internship.

OTHER REQUIREMENTS

Some activities associated with the internship occur outside the summer semester.

- **Pre-Internship Briefing**
 - Meeting in spring semester of first year. First-year students will meet as a group with Ms. Toth in preparation for internship.
- **Internship Presentation**
 - Two Friday Seminars in the fall semester will be devoted to internship presentations by second-year students. Each student will present a brief summary of the internship experience. Instructions for the presentations will be provided in the fall.

STUDENTS WITH DISABILITIES

Students requesting classroom accommodation must first register with the Dean of Students Office, which will provide documentation to the student. The student should then provide this documentation to me.

ACADEMIC INTEGRITY

I expect that you will act in accordance with the University of Florida policy on academic integrity (see the Graduate Student Handbook for details). Cheating or plagiarism in any form is unacceptable and inexcusable behavior.

*We, the members of the University of Florida community,
pledge to hold ourselves and our peers to the
highest standards of honesty and integrity.*

2014 INTERNSHIP: STUDENT INFORMATION SHEET

NAME: _____

INTERNSHIP ORGANIZATION/SETTING

Please rank the following types of health services organization in order of your preference for an internship placement (1=most preferred). If you don't know, select "Open."

- ___ Hospital or health care system
- ___ Long term care organization (nursing home, hospice, rehab)
- ___ Insurance or managed care organization
- ___ Community health care organization or clinic
- ___ Government agency
- ___ Association (such as Florida Hospital Association)
- ___ National organization/internship program (such as ACHE)
- ___ **Other (please specify in detail):**
- ___ **Open**

GEOGRAPHIC PREFERENCE

While most MHA interns will serve in organizations located in the North Central Florida area, there may be internship sites in other locations. Please indicate the geographic preference(s) (or options) you have regarding the internship below.

Please note that if you MUST complete an internship in an area other than North Central Florida, you will be largely responsible for securing your own internship placement.

- ___ **I prefer to be in/near Gainesville.**
- ___ I prefer to be in/near another area (specify): _____
- ___ I am open to living (almost) anywhere for the summer (this is the best choice!).

OTHER COMMENTS ABOUT GEOGRAPHIC LOCATION FOR INTERNSHIP

OTHER RELEVANT INFORMATION

Please provide any other relevant information about your internship plans or preferences. For example, if you have a special contact or relationship with a practicing health care executive who would make a good preceptor, please let me know. Or, if you have specific geographic or family constraints that go beyond a preference, explain below.

Please return this sheet to Ms. Toth (hard copy only).

HSA 6855, "Internship in Health Administration"

Summer 2014

CONTACT SHEET

Personal Information (where we can reach you this summer)

Name	
Mailing Address	
City, State	
Zip Code	
Cell Phone Number	
Home Phone Number	
Gator Link E-Mail	

Preceptor Information

Name	
Salutation (Mr./Ms./Dr./etc.)	
Title	
Telephone Number	
Fax Number	
E-Mail Address	

Organization Information

Name	
Street Address	
Street Address (Con'td)	
City, State	
Zip Code	

Internship Information

Start Date	
End Date	
Compensation	

Other information:

College Overview

MISSION STATEMENT

The mission of the College of Public Health and Health Professions is:

- To preserve, promote, and improve the health and well being of populations, communities, and individuals. To fulfill this mission, we foster collaborations among public health and the health professions in education, research, and service.

Consistent with its mission, the College has *three* primary goals:

- Provide excellent educational programs that prepare graduates to address the multifaceted health needs of populations, communities, and individuals.
- Address priority health needs by conducting high quality research and disseminating the results.
- Lead and actively participate in serving our university, our professions, and individuals and communities.

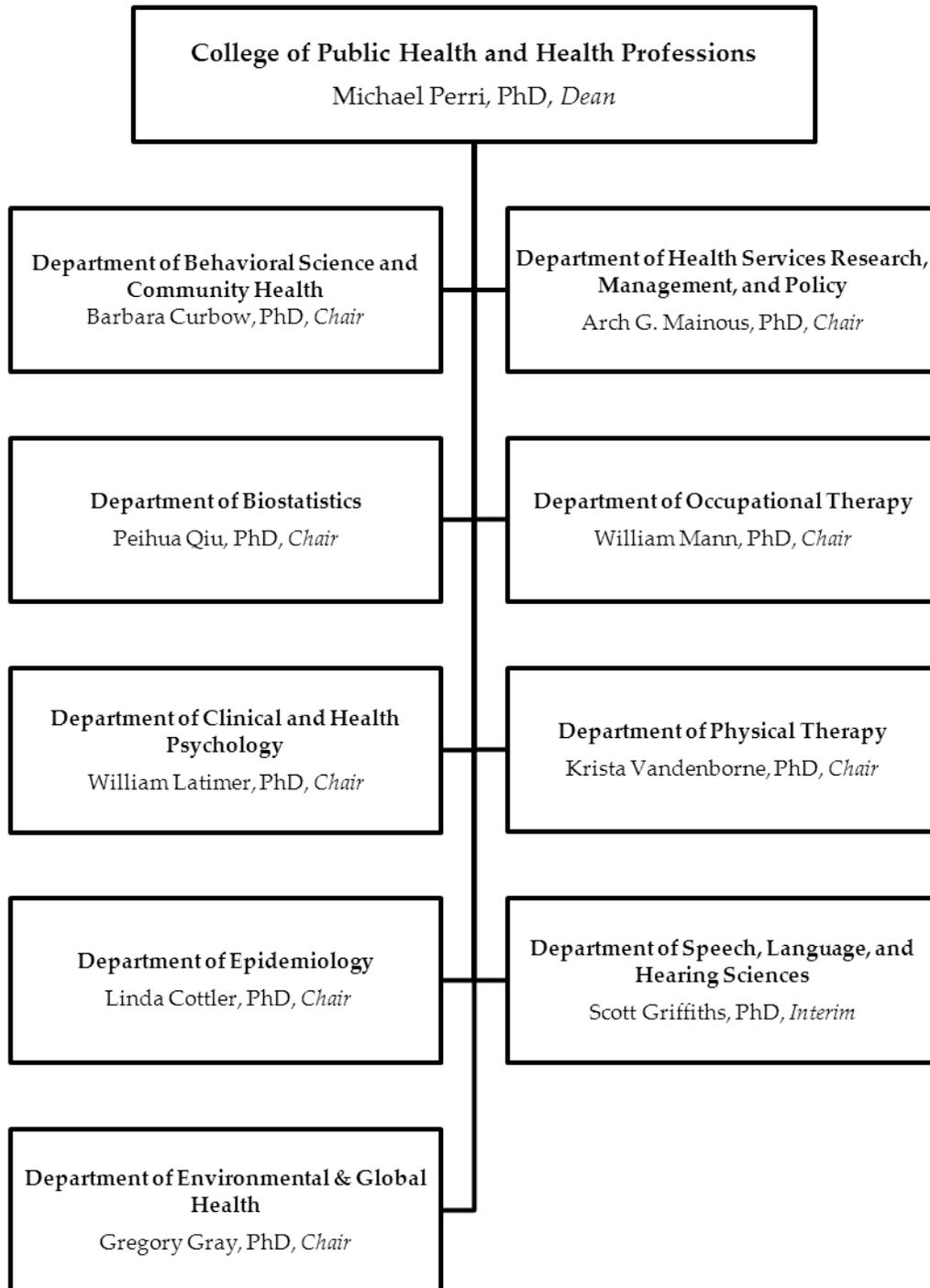
The College of Public Health and Health Professions' core values were developed with input from the college's faculty, students, staff and other constituents. These values guide our education, service and research activities, and we strive to impart them to our students.

- Commitment to excellence
- Diversity
- Integrity
- Respect for human dignity
- Social responsibility
- Teamwork

ADMINISTRATIVE UNIT	KEY CONTACTS	PHONE NUMBER
Dean's Office — administrative offices for the college; includes advising, academics, budget, research development, and personnel issues; Oversees health science program and Master of Public Health, and public health program.	Dean: Michael G. Perri, PhD	273-6214
	Executive Assoc. Dean & Executive Director of Health Science Program: Stephanie Hanson, PhD	273-6377
	Assoc. Dean for Public Health Development and Practice & MPH Program Director: Mary Peoples-Sheps, PhD	273-6443

ORGANIZATIONAL STRUCTURE

The College is comprised of the dean's office, nine departments, and eleven centers. The health science and pre-PH tracks are administered by the dean's office; the pre OT track is administered jointly by the dean's office and the Occupational Therapy Department. The CMS program is jointly administered by the dean's office and the Department of Speech, Language and Hearing Sciences.



ACADEMIC PROGRAMS

The College's commitment to excellence in health education is reflected in the variety of bachelor's, master's and doctoral programs available.

BACHELOR'S LEVEL PROGRAMS	DEGREE OFFERED
Health Science program, Health Science track	Bachelor of Health Science (BHS)
Health Science program, Pre-OT track	Bachelor of Health Science (BHS)
Health Science program, Pre-Public Health track	Bachelor of Health Science (BHS)
Communication Sciences and Disorders major	Bachelor of Health Science (BHS)
MASTER'S LEVEL PROGRAMS	DEGREE OFFERED
Biostatistics	Master of Science (MS)
Communication Sciences and Disorders	Master of Arts Degree (MA)
Health Administration	Master of Health Administration (MHA)
Occupational Therapy	Master of Occupational Therapy (MOT)
Public Health – concentrations offered in: biostatistics, environmental health, epidemiology, health management and policy, public health practice, and social and behavioral sciences	Master of Public Health (MPH)
DOCTORAL LEVEL PROGRAMS	DEGREE OFFERED
Audiology (distance learning)	Doctor of Audiology (AuD)
Communication Sciences & Disorders Specialties	Doctor of Philosophy (PhD)
Biostatistics	Doctor of Philosophy (PhD)
Psychology (clinical)	Doctor of Philosophy (PhD)
Epidemiology	Doctor of Philosophy (PhD)
Health Services Research	Doctor of Philosophy (PhD)
Physical Therapy	Doctor of Physical Therapy (DPT)
Public Health – concentrations offered in social and behavioral sciences and in environmental and global health	Doctor of Philosophy (PhD)
Rehabilitation Science – concentrations offered in movement science, disability science, and communication, and swallowing science	Doctor of Philosophy (PhD)
CERTIFICATE PROGRAMS	
Emerging Infectious Disease Research	Environmental and Global Health
Geriatric Care Management	Behavioral Science and Community Health
Medicare Set-Aside	Behavioral Science and Community Health
Public Health (on campus and distance learning)	Public Health
NON-CREDIT PRE-CERTIFICATE PROGRAMS	
Life Care Management Precertification	Behavioral Science and Community Health
Psychometry Precertification	Clinical & Health Psychology

Important Information for Students

1. Students must have a minimum 3.0 cumulative GPA to graduate from the Program.
2. Make sure you are aware of all forms required by the program and the Graduate School during your program, e.g., certification of all degree requirements, and application for degree form. Students are responsible for ensuring all forms are completed and submitted to the appropriate offices by the deadlines indicated.
3. **THE CORRECT TITLE OF THE DEGREE:** Master of Health Administration (MHA)
4. **EXIT SURVEY AND INTERVIEW:** The MHA program conducts an exit interview with graduating students. The purpose of the exit interview is to elicit feedback about the MHA program from the student's perspective and to gauge the program's strengths, weaknesses and growth. Each student is also e-mailed an online program evaluation survey to be completed before the group exit interview. While the evaluation survey provides the student with an opportunity to give anonymous feedback, the group exit interview gives the student a forum in which to discuss the program's overall effectiveness and brainstorm suggestions for improvement. This is an important process in the development of the program and student attendance and participation is expected.
5. Review the Graduate Student Handbook, <http://graduateschool.ufl.edu/files/handbook.pdf> which includes information on your rights, responsibilities, and procedures you need to follow to ensure all requirements for graduation are completed.
6. The Graduate School publishes a "Deadlines" handout each semester. This may be picked up in the lobby, 2nd Floor, Grinter Hall.
7. Before you graduate you are responsible for checking your file in the Graduate Student Records Office (3rd Floor, Walker Hall) to ensure any previous grade changes have been made, incompletes are resolved, and your supervisory committee form is correct.
8. Additional Information for currently enrolled students is available online at the Graduate School Website: <http://graduateschool.ufl.edu/>.

VERY IMPORTANT:

Ignorance of a rule or deadline does not constitute a basis for waiving that rule or deadline. Use your resources to ensure you know what to do to have a successful and smooth academic experience.

Program Policies and General Information

STUDENT HONOR CODE

Preamble: In adopting this Honor Code, the students of the University of Florida recognize that academic honesty and integrity are fundamental values of the University community. Students who enroll at the University commit to holding themselves and their peers to the high standard of honor required by the Honor Code. Any individual who becomes aware of a violation of the Honor Code is bound by honor to take corrective action. Student and faculty support are crucial to the success of the Honor Code. The quality of a University of Florida education is dependent upon the community acceptance and enforcement of the Honor Code.

The Honor Code: We, the members of the University of Florida community, pledge to hold ourselves and our peers to the highest standards of honesty and integrity.

On all work submitted for credit by students at the University of Florida, the following pledge is either required or implied:

“On my honor, I have neither given nor received unauthorized aid in doing this assignment.”

- (1) All students are required to abide by the Student Honor Code.
- (2) The conduct set forth hereinafter constitutes a violation of the Student Conduct Code. Those adjudged to have committed such conduct shall be subject to the sanctions provided in Rule 6C1-4.016, F.A.C.

For more information, go to <http://www.dso.ufl.edu/sccr/process/student-conduct-honor-code/>.

REQUIREMENTS FOR SATISFACTORY PROGRESS

GRADES

Beginning Summer 2009, the only passing grades for graduate students are A, A-, B+, B, B-, C+, C, and S. Grades of C+ and C count toward a graduate degree if an equal number of credits in courses numbered 5000 or higher have been earned with grades of B+ and A, respectively. Grade points are not given for S and U grades; S and U grades are not used to calculate grade point averages. All letter-graded courses eligible to count toward the graduate degree, except 1000- and 2000-level courses, are used to calculate the cumulative grade-point average.

For more information, go to <http://gradcatalog.ufl.edu/content.php?catoid=2&navoid=762#grades>.

INCOMPLETE GRADES

Grades of I (incomplete) received during the preceding term should be removed as soon as possible.

Grades of I carry no quality points and become punitive after one term. All grades of I must be removed before a graduate degree can be awarded.

UNSATISFACTORY PROGRESS OR UNSATISFACTORY SCHOLARSHIP

Any graduate student may be denied further registration if progress toward completing the program becomes unsatisfactory to the academic unit, college, or Dean of the Graduate School. Unsatisfactory scholarship is defined as failure to maintain a B average (3.00) in all work attempted. Students need an overall GPA of 3.00, and graduate students also need a 3.00 GPA in their major (and in the minor, if a minor is declared) at graduation. Students with less than a 3.00 GPA may not hold an assistantship or fellowship.

LEAVE OF ABSENCE AND READMISSION

Students who wish to take a leave of absence from their academic program for two or more consecutive terms must obtain prior written approval from their academic units. Students who wish to skip a single term will be scheduled automatically for a registration appointment for one additional term. Graduate students who do not enroll at the University for two consecutive terms, including any summer term, must reapply for admission whether to the same or a different program. Readmission, however, is not guaranteed and is subject to the availability of space at the appropriate level, college or major.

Readmission applications are available from the Office of Admissions, P.O. Box 114000, University of Florida, Gainesville, FL 32611-4000 or online at <http://www.admissions.ufl.edu/grad/readmission.html>.

GENERAL INFORMATION

GATOR 1 CARD

You must purchase a Gator 1 card, which is your photo identification badge. The badge can be obtained through ID Card Services Health Science Center Branch is located in Room NG-10. For more information, see <http://www.gator1.ufl.edu/idcard/location.asp>. Make sure you take your acceptance letter from the college and your driver's license or other picture identification. You must have your Gator 1 card with you at all times in the Health Science Center/Shands Hospital complex when involved in student activities and when in the library because some library services are limited to Health Science Center personnel and students.

GATORLINK ACCOUNT

Students must have an active Gatorlink e-mail account, which is used for college and course-specific correspondence. You are responsible for the content of all college correspondence sent via e-mail. We will not send e-mail to any other account. Do not forward your mail from an outside account (e.g. AOL, Netscape, etc.) to Gatorlink. Set up your e-mail system so that our correspondence goes directly to the Gatorlink account.

SOCIAL MEDIA GUIDELINES, POLICIES AND PROCEDURES

Social networks provide fun and exciting ways to connect with others who share common interests. However, for the protection of both individuals and our institutions, we have social media policies and guidelines.

The social media guidelines and policies help ensure that all communications coming from or purporting to come from UF Health represent our commitment to patient-centered care, where the patient is at the heart of everything we do and quality is Job 1. This is why we require that employees contact UF Health Communications about any social media sites, blogs or videos they plan to make that might be construed as representing UF Health in any way.

Even when using social media in a personal capacity, we would like to remind students that reasonable precautions must be taken to indicate that the activity is being conducted as a private person and not as an employee or representative of UF Health.

The guidelines for UF employees and students can be found here:
<http://search.ufl.edu/web/#gsc.tab=0&gsc.q=social%20media%20policy>.

UF Health Communications can offer employees guidance on ways to appropriately and creatively express their pride in working for UF Health. They can be reached at **273-5810**.

HIPAA TRAINING

All students in the College of Public Health and Health Professions are required to complete HIPAA online training and to sign a HIPAA Confidentiality Agreement by the mandatory orientation of the student's term of admission. A copy of your Certificate of Completion and signed Confidentiality Agreement must be turned in the day of orientation to Patty Van-Wert or Donna Stilwell (HPNP 4151). The HIPAA training Website is located at <http://privacy.health.ufl.edu/training/index.shtml>. In addition, students must complete HIPAA every year they are in the program. Please keep a copy of your HIPAA compliance documents. Students in noncompliance will have their records flagged immediately. The College will drop all classes of students remaining in noncompliance by the end of the second week of classes. **Please note:** Even if you have completed HIPAA at another institution such as Shands Hospital, you must repeat the online training and sign another confidentiality agreement. HIPAA Training and Confidentiality Statement can be found at <http://privacy.health.ufl.edu/training/index.shtml> and <http://privacy.health.ufl.edu/confidential/index.shtml>.

USEFUL LINKS

Blood Born Pathogen Training	http://www.ehs.ufl.edu/programs/bio/bbp/training/
Letters of Recommendation/FERPA	http://privacy.ufl.edu/privacy/studentfaculty/
Release for Letter of Recommendation	http://www.registrar.ufl.edu/pdf/ferparelease.pdf
Disclosure/Release Form	http://hsrmp.phhp.ufl.edu/files/2011/10/StudentReleaseDraft-2-compl.pdf

E-LEARNING

The University of Florida has an online course management system called e-Learning. This course management system is an Internet-based program where all your course materials will be housed. The course log on site is <http://lss.at.ufl.edu>. You will need a Gatorlink name and password to log on. Courses do not open until the first day of the semester. For student tutorials & FAQs, visit: [https://wiki.helpdesk.ufl.edu/FAQs/E-Learning?title=Student FAQ](https://wiki.helpdesk.ufl.edu/FAQs/E-Learning?title=Student+FAQ).

LIBRARY INFORMATION

<http://guides.uflib.ufl.edu/HSR>

RECOMMENDED/HELPFUL INFORMATION

Accounting Review (Essentials of Accounting, 9th Ed, by Robert N. Anthony; Prentice-Hall, Online etc.)
Medical Terminology Review websites (www.dmu.edu/medterms/, www.free-ed.net/free-ed/HealthCare/MedTerm-v02.asp)

EXPENSES

In addition to the usual tuition, books, and supplies, you should anticipate the expenses listed below:

- Photo identification badges
- Laboratory fees
- Vaccinations
- Health insurance
- Hand-outs and materials for classes and/or presentations
- Required computer hardware and software

HEALTH REQUIREMENTS

- **IMMUNIZATIONS:** In addition to University immunization requirements, all students in the health science programs must provide proof of immunity to the chicken pox virus. Students must present medical documentation of immunization or positive titer to the Student Health Care Center. The titer test needs to be completed before the first day of the term of admission. The Student Health Care Center offers the titer test Monday through Wednesday 8:00 a.m. to 11:30 a.m. and Monday through Thursday, 1:00 p.m. to 4:00 p.m. The current cost is \$26. In addition, students needing to complete their Hepatitis B series can do so at the SHCC, if desired. The Student Health Care Center (392-1161) currently offers the Hepatitis B vaccinations on Monday through Wednesday, 8:00 a.m. to 11:30 a.m. and Monday through Thursday, 1:00 p.m. to 4:00.p.m. The current cost is \$50 per hepatitis shot for a total of \$150. (Costs are subject to change.)

- **TUBERCULOSIS TEST:** Students are required to be tested annually for tuberculosis (or to provide documentation from a physician that this test is contraindicated). This TB test needs to be completed by the end of the first week of fall semester classes. The Student Health Care Center offers the TB test on Monday through Wednesday, 8:00 a.m. to 11:30 a.m. and Monday through Thursday, 1:00 p.m. to 4:00 p.m.

BIOTERRORISM

If you find something suspicious during the class day, please notify the dean's office or your instructor. Do not attempt to open or remove the material.

SMOKING

Smoking is not permitted anywhere in the Health Science Center or HPNP Complex.

CELL PHONES

Audio ringers on cell phones must be DEACTIVATED before entering the classroom. Cell phone use is not permitted during class time.

RESOURCES FOR INTERNATIONAL STUDENTS

The UF International Center helps non-US students, faculty, scholars and their dependents with immigration, admissions, orientation, academic and personal counseling, emergency assistance, community relations and student activities. It also serves as a liaison with faculty, staff and non-university agencies.

For more information, visit its website by clicking on this link: [UF International Center](#).

UF International Student and Scholar Services (ISSS), part of UF Academic Affairs, helps the campus community with immigration matters and provides services to international students, scholars and their dependents: admission, orientation, academic and personal counseling, emergency assistance, community relations and student activities. It also serves as a liaison with faculty, staff and non-university agencies.

For more information, visit ISSS at The Hub on the UF campus or call (352) 392-1345.

COMPUTER REQUIREMENTS

Notebook Computer Requirement for MHA Students:

- All students must be in compliance with the University of Florida Computer Requirements, effective the date of matriculation.
- All students must have a Gatorlink account.
- All students must have a laptop computer to allow them to complete all coursework and curriculum requirements within their designation program in the College of Public Health and Health Professions.

- You must purchase a computer that is capable of running Microsoft Windows 7 (or later). **You may use a Mac, but it must be able to dual boot to a Windows operating system and run Microsoft Office for Windows** (see <http://www.apple.com/support/> for information on using Boot Camp), not all of the applications required for coursework are available for the Mac OS.
- Please visit the UF Bookstore for academic pricing on notebook computers, Microsoft products, and other computer software and accessories.

Required Minimum Hardware Specs:

- PPHP minimum hardware policy can be found at: <http://phhp.ufl.edu/academics/resources/computer-requirements>.
- In addition, your notebook should have wireless and wired networking capabilities. For wireless network information for wireless access in the HPNP building visit: <http://it.phhp.ufl.edu/help/wireless/hsc/>.

NOTE: You may wish to purchase this after you have arrived in the fall, within the first week of classes. Setup will be coordinated through the College of Public Health and Health Professions' Department of Information Technology.

Contact them via e-mail at support@phhp.ufl.edu, by phone at (352) 273-6200, or visit their Website at <http://it.phhp.ufl.edu/>.

Required Minimum Software Specs:

Microsoft Windows 7 or XP Professional operating system with current Service Pack and other updates.

Microsoft Office 2007 or 2010 Professional with:

- Excel (for spreadsheet projects)
- PowerPoint (for presentation projects)
- Word (for word processing projects)
- *Outlook (can be used for email but not required)

Firefox 4 or above (freely available at <http://www.mozilla.com/en-US/firefox/new>)

Internet Explorer 7 or above (freely available at www.microsoft.com)

Adobe's Flash Player (free)

Antivirus Software:

The University of Florida directs all faculty, staff, and student virus protection needs to Microsoft Security Essentials (a virus protection solution for Windows users) and avast! (an virus protection solution for Macintosh users). Sophos is also recommended as an alternative solution for Macintosh users.

ADDITIONAL INFORMATION

- Students are responsible for knowing how to operate their computer and its software. There are many software guides available to help students become more proficient with their software. The University of Florida has a variety of options available, see <http://www.it.ufl.edu/training/> for more information. Students must have access to e-mail and a reliable internet connection with the ability to send and receive attachments.

- Individual courses may require additional specialized software. In such a case, the faculty member is responsible for ensuring that the software requirements are clearly delineated on the course syllabus. Students are then responsible for acquiring access to the specialized software necessary to complete specific course requirements.
- Students are responsible for providing faculty with appropriate hard copies of computer-generated materials if required as part of the course assignment. Students are responsible for the cost of printing these materials.
- Students are responsible for any repair necessary to their notebook computers and are expected to complete assignments in a timely manner regardless of the state of repair of their individual notebook computers.
- Students may be responsible for computer upgrades over the course of their curriculum completion.
- As is the case for non-computer-based assignments, all work completed on the computer must be the student's original work. Students may not receive assistance in completing computer-based assignments unless specifically allowed as part of that assignment. Copying material from others, such as scanning in others' work, copying others' files or disks, and /or downloading materials from other sources, and claiming it as the student's own work is strictly prohibited.

CAMPUS FACILITIES

HPNP COMPLEX

Most of your classes and the administrative areas for your programs are located in the HPNP Complex. This is a state-of-the-art, wireless facility shared by the colleges of Public Health and Health Professions, Nursing, and Pharmacy. The building is located at **1225 Center Drive Gainesville, FL 32610**. The HPNP Complex has four floors, with the ground floor and a section of the first floor representing common space. The upper floors house college-specific personnel with Public Health and Health Professions occupying the east wing, Nursing the middle section and Pharmacy the west wing.

DEPARTMENT	FLOOR
Physical Therapy	1 st Floor
Environmental & Global Health Speech, Language and Hearing Sciences Occupational Therapy	2 nd Floor
Epidemiology and Biostatistics Clinical and Health Psychology Public Health	3 rd Floor
Behavioral Science and Community Health Health Services Research, Management and Policy Dean's Office	4 th Floor

Class Locations: All of your classes will be located in the HPNP Complex. In order to assist you in finding your classes, the layout is as follows:

- All classrooms assigned on the ground floor begin with the letter G. All classrooms on the first floor begin their numbering with a 1.
- The numbering continues from east to west with all rooms on the east side of the building (the Public Health and Health Professions side) beginning with a 1, the central part (Nursing) beginning with a 2, and the west side (the Pharmacy side), beginning with a 3. For example, if your classroom is scheduled to be in G300, your classroom location is on the ground floor on the west side of the building.
- The auditorium (1404) is located in the far west part of the building and has a reception area with tables below it on the ground floor allowing you to study and eat. There are vending machines and a student bulletin board located in the reception area.

MHA Student Lounge: The MHA student lounge is located on the fourth floor Room 4182. This is where you will find your student mailboxes.

Student Services Center: The Student Services Center is located in the center section of the ground floor (G205). This is where you will find academic and financial aid advisors.

Other Services: Vending machines, a bulletin board for posting notices, and the student reception area (west side of building). Additional vending machines are located on the ground floor on the east side of the building (College of Public Health and Health Professions side).

LIBRARY

The Health Science Center Library system is one of the largest health science center libraries in the United States. It is located on the first, second, and third floors of the Communicore Building. You must have your Gator One Card available when in the library because some library services are limited to Health Science Center personnel and students. There also is a computer lab on the second floor for conducting literature searches.

Hours:	Monday – Thursday	7:30 am – Midnight
	Friday	7:30 am – 7:00 pm
	Saturday	8:00 am – 5:00 pm
	Sunday	1:00 pm – Midnight

Holiday schedules are posted on the door of the library and published in the independent student newspaper, *The Florida Alligator*. Xerox machines are located on the second and third floors of the library.

For additional information, check the brochures available at the library.

BOOKSTORES

The bookstore/convenience store for the Health Science Center is located in the Medical Sciences Building near the Post Office on the ground floor. This bookstore carries texts for HSC courses and is open Monday – Friday, 8:00 am - 5:30 pm.

CIRCA COMPUTER LABS

CIRCA computer labs are open to all UF students for coursework and personal use. All computer lab users must show a Gator One card. CIRCA computer labs are staffed with student lab operators who manage lab activity and provide limited software and hardware assistance. CIRCA staff do not teach classes or help students with their homework.

For more information, call CIRCA Operations at **392-2428**.

TEACHING CENTER

The Teaching Center provides students with assistance in written communication skills, such as developing and organizing papers, building vocabulary, grammar, and study skills, and GRE preparation. The center is located in S.W. Broward Hall.

For more information, call **392-2010**.

STUDENT HEALTH CARE CENTER AT SHANDS HOSPITAL

The Student Health Care Center at Shands is a satellite clinic of the main Student Health Care Center located on Fletcher Drive on campus. Student Health at Shands offers a variety of clinical services, including primary care, women's health care, immunizations, and pharmacy services. The clinic is located on the second floor of the Dental Tower in the Health Science Center.

For more information, contact the clinic at **392-0627** or check out the Website at <http://shcc.ufl.edu/>.

COUNSELING CENTER

The University Counseling Center, located in Peabody Hall, offers a wide range of services to assist students with academic, career, or personal questions and concerns. Services include individual and group counseling and therapy, workshops on a variety of topics, such as building math confidence, managing stress, and developing effective study skills, and services related to career development.

For more information, contact **392-1575** or check out the Website at <http://www.counseling.ufl.edu/cwc/>.

CAREER RESOURCE CENTER

The Career Resource Center provides career planning and employment assistance to all students and alumni. The center offers a wide range of seminars on topics such as interviewing techniques and resume preparation. In addition, the center contains an extensive library on different career options, data on economic trends, and facilitates recruitment activities for a variety of businesses. The Career Resource Center is located on the first floor of the Reitz Union.

For more information, contact **392-1601** or visit <http://www.crc.ufl.edu/>.

FOOD SERVICE

- The hospital cafeteria and other food vendors are located on the first floor of Shands Hospital.
- The Sun Terrace is located in the courtyard near the entrance to the Health Science Center Library and offers a variety of items, Einstein Bros., Chick-Fil-A, and Starbucks.
- The Reitz Union, located on Museum Road, offers a variety of restaurants, including Papa Johns, Subway, Starbucks, and Panda Express among others.

POST OFFICE

A post office is located on the ground floor of the Medical Sciences Building near the bookstore.
Hours are Monday – Friday, 8:00 am – 3:00 pm.

PARKING

Parking facilities are extremely limited. Therefore, you will be required to park in the area assigned to you at the time you register your vehicle on campus. Parking decals are available through UF's Traffic and Parking Division located on the corner of Gale Lemerand Drive (formerly North-South Drive) and Mowry Road.

Dressing for Success

There's no doubt – to succeed, you must *look like* a professional executive. You want to be taken seriously. You must differentiate yourself from undergraduate interns and other, less professional folks. You want to go beyond the requirements to achieve a look that says “professional, together, capable, ready to get the job done.”

One way to think about this is to dress like the person who has *the job you want* (not her secretary or his teen-aged kid). Some executives describe “business attire” as their “uniform” – just like the ones nurses and other employees must wear. Others have said “if it's trendy, it's not professional.”

Building your professional wardrobe may require some time and money. You need to spend the time and money before your internship/job/fellowship begins. Always assume you will dress in conservative, business attire – unless specifically told otherwise.

If you have questions or concerns about this, please feel free to ask the program director or your advisor.

Begin by following the guidelines below.

Remember, you can “be yourself” on the weekends and in your personal life. You can also insert your own “style” within these guidelines. In the field of healthcare management, however, professional attire is not optional.

General Rules to Follow:

- Wear clean clothes that are ironed and are in decent shape.
- Wear good shoes without scuffs.
- Your hair should be neat, out of your face.
- Tattoos should not show at any time.
- Men: hair should not be too long and must be trimmed and neat. Of course, shave!
- Women: hair not too young-looking, typically pulled back, if longer.
- Pay attention to how the executives dress and model them.

Clothing:

Men:

- Wear t-shirt under dress-shirt.
- Iron pants and shirt.
- Stay away from wild colors.
- No earrings.
- Go shopping with a friend you trust, seek advice and follow it.

Women:

- Skirts should not be too short.
- Don't wear low-cut blouses/shirts.
- Be sure to wear appropriate undergarments that provide sufficient coverage and support.
- Wear nylons – typically mandated in hospitals due to OSHA requirements.
- Notice what shoes people are wearing (often open-toe shoes not allowed).
- Keep jewelry modest (not too funky).
- Your shoes should be high quality and in good shape.

All:

- Fewer outfits of higher quality are preferred.
- You will need at least one good, conservative business suit.
- Never assume you can dress more casually than everyone else.
- Never ask for casual day or a break from the usual executive dress code.
- People will take you seriously if you dress that way. Sometimes you will not open your mouth in a meeting, but everyone will be looking at you (e.g. Board meetings, senior management meetings, etc).

Also:

- Use common sense...
 - No chewing gum
 - No hangover breath
 - No cell phone headset
 - No iPod

For more general advice, see “New Dress for Success” by John T. Molloy (about \$14 on Amazon.com).

From UC-Berkeley: <http://career.berkeley.edu/Article/040917b-dz.stm>.

OTHER RESOURCES

There are a variety of other services not represented in this manual that are available at the University of Florida. Examples include assistance for students with disabilities, legal services, speech and hearing services, dental care, and recreational facilities. You may consult the Graduate Catalog found at <http://graduateschool.ufl.edu/academics/graduate-catalog>, the Student Guide, and the University Website for descriptions and additional information.

Contact the Office of Student Services, **392-1261**, Peabody Hall, for your copy of the Student Guide or check out the Website at www.dso.ufl.edu.