Welcome to the Department of Health Information Administration. We are pleased that you have selected Health Information Management as a career choice and particularly pleased that you have chosen Chicago State University to provide your education. This Handbook is offered as a resource for all HIA students (both professional and preprofessional) to assist with a smooth completion of their college experience. In addition to this Handbook, please obtain a current Chicago State University Catalog and a current Class Schedule Bulletin (from the CSU website) and keep them available for reference. This Handbook does not supplant the “Catalog” or “Class Schedule Bulletin”, but rather provides information about services as well as specific rules and regulations that apply to this Department. If there is additional information that you feel should appear in future Handbooks, please let us know. Students play an important role in the evaluation and improvement of the HIA Program.

You are required to check your CSU email account on a regular basis. This is the official email account used by the HIA Department and the University. For information or assistance, contact the Academic Computing Department in Douglas Hall at 995.3963.

Your best resource is the Faculty of the HIA Department. You may call upon them any time you have a problem or question. Office hours are posted on the office door of each faculty member. Appointments are strongly recommended. In addition, the Department uses adjunct instructors, as needed. They will provide contact information in class. The HIA Department Faculty and Staff are listed below:

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Department website: www.csu.edu/collegeofhealthsciences/HealthInformationAdministration/index.html
The Department of Health Information Administration is located within the College of Health Sciences (COHS) along with the Departments of Health Studies, Nursing and Occupational Therapy. The Dean, Dr. Joseph A. Balogun, provides leadership for the College. The Chair of the Department of Health Studies is Dr. Thomas Britt. The Acting Chair of the Department of Nursing is Dr. Rosemary Ricks-Saulsby. The Chair of the Department of Occupational Therapy is Dr. Leslie Roundtree. Dr. Thomas Lyons is the Director of the HIV/AIDS Research & Policy Institute and Dr. Lisa Young is the Director of the Wellness Center. The College is housed within three campus buildings: BHS, DH and ADM. Students in the COHS are required to adhere to the **Students Behavior Expectations** (Appendix F).

### Core values

Chicago State University values:

- Intellectual development
- Creative and innovative thinking and learning
- Dignity and unique talents of all persons
- Responsible choices and actions
- Personal and academic excellence
- Personal, professional and academic integrity
- Diversity
- Leadership, service, philanthropy, social justice, and entrepreneurship
- Pride in self, community and the university
- Lifelong learning

### Vision statement:

Chicago State University will be recognized for innovations in teaching and research, and in promoting ethical leadership, entrepreneurship, and social and environmental justice. We will embrace, engage, educate, and empower our students and community to transform lives locally and globally.

### Mission statement:

Chicago State University (CSU) is a public, comprehensive university that provides access to higher education for students of diverse backgrounds and educational needs. The university fosters the intellectual development and success of a diverse student population through a rigorous, positive, and transformative educational experience. CSU is committed to teaching, research, service and community development including social justice, leadership and entrepreneurship.

6/27/11 CSU, Board of Trustees
Mission of College of Health Sciences

Core Values:
- Student Learning and Development
- Life-long learning
- Diversity
- Accountability and Responsibility
- Community Service
- Critical Thinking
- Interdisciplinary Education
- Empowerment and Social Justice
- Transformative Leadership
- Professional Integrity

Mission:
The College of Health Sciences at CSU educates a caring and competent, non-traditional student body, many of whom are underrepresented in the healthcare professions. Through innovative teaching strategies and interdisciplinary education experiences, we empower our graduates to be critical thinkers, life-long learners, advocates for reducing health disparities, and providers of quality health care services.

Vision:
The College of Health Sciences at CSU strives to be recognized as a national leader in interdisciplinary healthcare education and excellence in teaching, research and service. We strive to inspire and prepare our students to seek and create innovative healthcare opportunities locally, nationally and globally.

The College of Health Sciences functions consistently within the mission and philosophy of the university. The primary purpose of the College is to promote the educational achievement of undergraduates, and to prepare them to be caring and competent practitioners in a multicultural society. The faculty recruits, educates, and graduates individuals particularly from groups who are underrepresented in the health professions. As a community of scholars, faculty and students work with communities to develop and implement collaborative projects that enhance health and wellness.

The College provides the opportunity for professional education without regard to race, age, gender, religion, ethnic origin or disability. In promoting excellence in education, graduates are prepared to deliver quality health care to all clients.

Approved: 10/6/11
The mission of the Department of Health Information Administration is to prepare confident, competent, and contributing professionals, many of whom are underrepresented in the health care professions, to function in ever-changing health information management and technology systems. Graduates will be equipped through engaging in life-long learning, and will serve as advocates for patient and consumer health privacy and confidentiality.

Our vision is to be recognized as a leader in health information and informatics education and to empower individuals to serve as leaders in the health information management profession.

After completion of the Health Information Administration program, the graduates will:

1. Produce organization-wide health record documentation guidelines. (I.B.1)

2. Analyze clinical data to identify trends that demonstrate quality, safety, and effectiveness of healthcare. (II.B.2)

3. Create and implement organization-wide confidentiality policies and procedures. (II.B.2)

4. Examine and contribute to the development of networks, including intranet and internet applications to facilitate the electronic health record (EHR), personal health record (PHR), public health, and other administrative applications. (IV.A.1)

5. Manage human resources to facilitate staff recruitment, retention, and supervision. (V.A.1)

6. Apply general principles of management in the administration of health information services. (V.A.1)

Reference: Taken from the 2011 AHIMA Curriculum Competencies and Knowledge Cluster – Health Information Management Baccalaureate Degree. Approved 04/30/12


The HIA Bachelor Degree and Post-Baccalaureate Degree Certificate Programs are accredited by the Commission on Accreditation for Health Informatics and Information Management Education (CAHIIM), [www.cahiim.org](http://www.cahiim.org). The phone number is 312.233.1183.
A Program Evaluation Plan is established each year as a part of the Annual Program Assessment Report (APAR) that is required by the Commission on Accreditation for Health Informatics and Information Management (CAHIIM). The goals and target outcomes for the current year are listed below:

1. Faculty will demonstrate current knowledge, skills, qualifications and professional development in the content areas they teach.

   Outcome 1: 100% of faculty will receive a minimum of a “satisfactory” rating from students on all areas on faculty evaluation forms completed by students.

   Outcome 2: Faculty will attend at least one professional development activity or complete a self study activity annually for each course they teach.

2. Program graduates will demonstrate the HIM entry-level competencies.

   Outcome 1: 75-80% of graduates will pass the registration examination during the first year following graduation.

   Outcome 2: All Seniors will attain an overall rating of 4.0 on a five-point scale by their PPE supervisor.

   Outcome 3: Students will be matched with a mentor for a three-year commitment to assist with professional development.

   Outcome 4: The HIA program will receive a satisfactory rating of at least 80% from employers in all areas on the Employer survey form.

3. The HIM curriculum will include, at minimum, the required knowledge clusters with content and experiences to enable students to meet current entry-level competencies.

   Outcome 1: All areas in the Domains, Subdomains and Tasks (DSTs) will be included in the curriculum (on syllabi). All courses will include practical applications.

   Outcome 2: The required Knowledge Clusters (KCs) will be included in the curriculum and taught at the appropriate level.
4. The HIM program will demonstrate responsiveness to the needs of the communities of interest.

Outcome 1: The HIA program will provide effective communication to alums, program supporters, and others.

Outcome 2: The Senior students will provide a public inservice program for Chicago area HIM professionals.

5. Increase enrollment and retention by actively marketing and recruiting students for the HIA program.

Outcome 1: Increase enrollment by 5 students, annually. Retain 80% of the professional students and 70% of new freshmen (campus requirement).
CURRICULUM

Overview
The curriculum represents a synthesis of curricular content drawn from general education, principles of management, and information systems and technologies coupled with a unique understanding of the biomedical sciences and healthcare environment and health information content and uses.

Freshman & Sophomore Years
The courses in the Freshman and Sophomore years include the University’s requirements for General Education. The foundation in liberal arts coupled with courses that feature critical thinking and communication skills prepare HIA students to meet the changing work place and world around us. The Undergraduate Catalog and Appendix A of this Handbook (Recommended Course Sequence) list all of the required courses for both the bachelor degree and post-baccalaureate certificate programs in a suggested sequence.

Post-Baccalaureate Certificate Program students are required to successfully complete certain preprofessional courses. Course descriptions for these prerequisites are located in the Chicago State University Undergraduate Catalog. Appendix A of this Handbook lists the required courses.

Junior & Senior Years
Students who successfully complete the preprofessional course requirements and submit an application and are accepted into the Department of Health Information Administration will develop knowledge and skills through professional level courses.

Descriptions of the professional level courses are located in Appendix B of this publication. Included in the HIA courses are the competencies known as Domains, Subdomains and Tasks that guide the curriculum to ensure that graduates meet entry-level requirements for practice. A select group of knowledge clusters are used to provide specific content for the courses. A copy of these Domains, Subdomains and Tasks and Knowledge Clusters can be found in Appendix C. The American Health Information Management Association conducts a study periodically to determine the current competencies necessary for entry-level practice. Therefore, HIA curriculum is dynamic. Since the RHIA certification examination is based on current competencies, students should take the registration examination immediately upon graduation —to ensure that the education received and the current competencies tested are the same.

Intensive Writing Courses
Writing is extremely important in the profession and is emphasized in four courses: HIA 3600, Legal Aspects & Ethics, HIA 3810, Management I, HIA 4010, Management II, and HIA 4200, Research in HealthCare & HIM.
ASSESSMENT AND EVALUATION

General

The HIA Department evaluates and assesses student and faculty performance on a regular basis. Students complete evaluations of the faculty in each course. In addition, course grades, especially student grades from clinical faculty are evaluated and compared annually to be sure that students have the appropriate knowledge to function in a practice environment. Students are advised of progress within the program through memos, email communication, individual conferences, etc.

Specifically, comprehensive examination results are evaluated and compared with prior years. Results of the national certification examination are also analyzed and compared with prior years with the results used to revise curriculum. Graduate surveys designed to evaluate the quality of education compared with work requirements are conducted one year following graduation. In addition, surveys of employers who hire CSU graduates are gathered in order to evaluate the quality of graduates’ education from the employers’ perspective one year following graduation.

As a requirement of ongoing accreditation, the HIA Department participates in the Annual Program Assessment Review (APAR) required by the Commission on Accreditation for Health Informatics and Information Management (CAHIIM). Data reporting includes program profile, metrics, placement and satisfaction rate, employer satisfaction, certification outcomes, program evaluation plan, and a curriculum review.

University Assessment Program

The HIA Department also participates in the University Assessment Program. Assessment plans are drawn up every three years. These plans include the assessment activities to be carried out during the three year period. Each year, agreed upon evaluation instruments are used, and curriculum or policies are changed as a result of these evaluations. Results are reported through scheduled reports to campus administration.
ADMISSION TO THE HIA DEPARTMENT

Bachelor Degree Students

Prerequisites

Students must complete the preprofessional courses with at least a grade of C in each required course. The cumulative GPA necessary for admission to the Program is 2.50.

University placement examinations in mathematics, reading and English must be passed or appropriate courses taken. If a student is a transfer student, this is taken into consideration, and if all other requirements are met are allowed a semester to complete this requirement. Students who have completed the department mathematics requirement—that is college algebra and general statistics may obtain a waiver for the mathematics exam. In addition, students entering the program must demonstrate proficiency in Microsoft Office applications (Word, Excel, Access, PowerPoint) or register for HIA 1000 Introduction to Computing for Health Information Administrators or CPTR 1060 Introduction to Personal Computers I. Students that hold an Associate of Arts, an Associate or Bachelor’s degree will be deemed to have completed ALL University general Education requirements other than those required by the College or Department.

The required human anatomy (ZOOL 2050) and human physiology (PHYS 2040) must be taken within five years of entry to the professional program.

Application Packet

Students should request an application packet from the HIA Department Office in BHS 610. The packet includes an application for admission to the Department of Health Information Administration form, pre-professional grade form, physical examination forms, and three recommendation forms. The completed application form, essay, pre-professional grade form, physical examination report with proof of current immunization status, and three recommendations are to be returned to the HIA Department by March 31. Appendix D contains a sample of the Pre-professional Grade Form. Appendix E contains a description of the application procedure along with the rating system for candidates. Those candidates who return their applications by March 31 will receive a reply by June 1. If spaces are still available, applications will be allowed until July 1.

Students who are denied admission may re-apply the following year if minimum requirements are met.
Post-Baccalaureate Certificate Students

Post-Baccalaureate Certificate students must possess a Bachelor’s degree from a regionally accredited university or college with a GPA of at least 3.0 for the last 60 hours of credit. Those with a GPA of 2.75 may be admitted conditionally. In addition, students must have completed the required pre-requisite courses listed in Appendix A.

The human anatomy (ZOOL 2050) and human physiology (PSLY 2040) courses must be taken within five years of admission to the Post Baccalaureate Certificate Program.

Post-Baccalaureate Certificate students are admitted through the Graduate Office of Chicago State University. Applications are available on the CSU website.

All Students

The University is strongly committed to taking all reasonable steps to ensure that our students are able to work to their fullest potential. The Abilities Office provides services for all students in attendance at Chicago State University with verified disabilities. Please direct all requests for accommodations related to a disability to the Abilities Office at (773) 821-4401. Detailed information about abilities services at CSU is available online at http://www.csu.edu/abilities/.

Once a student is accepted into the professional phase of the major, he/she has five years to complete studies and graduate. The rapidly changing health care field requires professionals who possess current information.

Early Academic Warning (EAW) grades are posted for undergraduate classes every four weeks. It is recommended that you periodically check with your instructor to determine how you are progressing in this class. To locate the EAW grade assigned to you, visit www.csu.edu, click on Cougar Connect.

Examinations

Once accepted for admission to Chicago State University, all degree-seeking freshman and transfer students must take the university placement examinations in English, reading and mathematics by the end of their first term of enrollment. The mathematics examination may be waived for those students who complete all the mathematics requirements prior to admission to Chicago State University. Those who fail placement examinations must successfully complete the required courses prior to admission to the professional program—that is the junior and senior year.

It is well to prepare for these examinations as failure to pass could extend
your graduation date. Contact the Examinations Office in the Cook Administration Building, Room 126 for a schedule of examinations and/or study materials. The telephone number is (312) 995-2481. The CSU Bookstore sells a workbook for the mathematics examination. Study materials are also available on the CSU website under “Examinations”. Students may now register online for all placement exams at http://www.csu.edu/examinations/.

Proficiency Exams

The HIA Program provides proficiency examinations in Medical Terminology (HSC 1104), Clinical Medicine I and II (HIA 3300 and HIA 3700), and for the Coding and Classification, and Coding and Reimbursement courses (HIA 3200 and HIA 3900). RHIT’s and students who have taken courses at an accredited Health Information Technology program may take a proficiency exam for select junior courses (Acute Care Health Information Systems (HIA 3011), Computers in Health Care (HIA 3400), Health Care Data (HIA 3500), Alternative Health Care Info Systems (HIA 3100) and Legal Aspects & Ethics (HIA 3600). Interested students must discuss their intent with the program Chairperson. Applications for proficiency examinations may be obtained from the Records Office in the Cook Building. Students must pass proficiency exams with a score of 75% or higher to be exempt from the course. See the current CSU Undergraduate Catalog for complete requirements and information about credit given for such examinations.
PROGRESSION TO GRADUATION

Grades

All professional courses must be passed with a grade of C or higher. A GPA of 2.0 is required for graduation. A course with a grade less than C must be repeated, and a student who earns less than a C in more than two professional courses will be dismissed from the department. A student who receives a D or F in a repeated course will be dismissed from the department. Students who have been dismissed from the HIA Department for academic reasons may apply for re-admission after a waiting period of one year. The usual application procedure is required. Students with D grades must successfully repeat the courses prior to PPE placement.

Post-Baccalaureate Certificate students are required to maintain a GPA of 3.0 during their professional education.

Grading Scale

Grades for examinations and assignments will be assigned as follows:

- 90 – 100% = A
- 83 – 89% = B
- 75 – 82% = C
- 65 – 74% = D
- Below 65% = F

Incomplete Grades

A student may request a grade of Incomplete (I) when extraordinary and unavoidable circumstances prevent them from completing all of the graded course work by the end of the regular semester. Students must complete an Incomplete Grade Request and Contract form. At least 50% of the graded coursework with a passing grade (D or better). All unfinished work must be completed on or before the last day of scheduled classes at the end of the next long semester (fall or spring). Refer to the undergraduate graduate catalog for more information.

HIA Courses

Professional courses are only offered once a year and should be taken in the sequence listed on the Course Patterns in Appendix A. Tracking your progress through the program using the course patterns or alternative sequence form supplied by your advisor ensures students’ graduation in the most efficient manner. Remember, you are your own best advisor. The professional curriculum focuses on health information administration theory and its application. Clinical application is simulated in the HIA lab.

HIA 3910 Technical Professional Practice Experience (PPE) is required either during the Spring Semester or during the summer for students who have completed the junior year courses. Students may complete the Technical PPE during the Spring semester by spending one day a week in an eight-hour clinical experience. Alternatively, students may select an affiliation for one month (160 hours) during the summer.

HIA 3910 may take place at an acute care facility or an alternate site such
as a specialty hospital or ambulatory facility. The technical tasks are practiced during this affiliation. Students apply for PPE assignments in the fall semester.

**HIA 4600** Management Professional Practice Experience is the senior year practicum that is offered in the spring semester prior to graduation. Students must have completed all HIA courses. The Spring Semester senior level courses take place during the first ten weeks of the semester. The students then spend one month (160 hours) in a management affiliation and return for one week prior to graduation.

**Clinical Coordinator**

The HIA faculty who is responsible for the course makes clinical assignments. Student preferences are considered when possible however, student refusal of a site does not guarantee a second placement as sites are limited. Handbooks for each clinical experience with complete information are distributed at the time of the assigned PPE. Background checks are required at facilities prior to placement. Students are responsible for any associated fees (See Expenses).

**Student Employment During PPE Assignments**

During the time a student is serving in a clinical assignment, the student shall not be substituted as a regular staff employee, nor take the responsibility or the place of qualified staff. However, after demonstrating proficiency, students may be permitted to undertake certain defined activities with appropriate supervision and direction. A student may be employed in a clinical facility outside of regular education hours provided The work is limited so that it does not interfere with academic responsibilities. The work must be non-compulsory, paid and subject to standard employee policies.

**Junior Year Comprehensive Exams**

The junior comprehensive exam is given at the end of the Spring semester. The examination includes all HIA course material to date and provide an opportunity for students to assess areas of strength and weakness. The examination must be passed with a grade of at least 75%. If a student receives a grade lower than 75%, he/she is required to take a second exam and may be required to attend a summer review workshop. Students who do not pass any subsequent exams may be dismissed from the program.

**Senior Capstone Project**

**HIA 4200** Research in Health Care and Health Information Management will serve as the senior capstone course for HIA students. The capstone project demonstrates the student’s ability to review and analyze current literature, prepare a quality research paper and disseminate the information through a professional presentation. All students must demonstrate satisfactory performance in the senior capstone project to pass the course and graduate from the HIA program.
Rhia Prep Course  
HIA 4700 helps students prepare for the required comprehensive examination, employment, and the national certification examination. Students must score at least 75% on one of two comprehensive examinations to pass this course and graduate from the program. Students who fail the comprehensive exam must repeat the course.

Graduation Requirements  
Completion of required courses with a GPA of 2.0 is necessary for a Bachelor of Science Degree in Health Information Administration. Post-Baccalaureate certificate students are required to have a 3.0 for graduation. In addition, the required courses must also be passed with grades of at least a C.

HIA FACILITIES AND RESOURCES

Classroom  
The HIA classroom is located in BHS 502. The classroom is in use most of the day for classes. Students are welcome to study in the classroom when no classes are in session. Any faculty member or the secretary can open the door. No children are permitted in the HIA classroom or lab without permission.

HIA Lab  
The HIA laboratory is located in BHS 502A. Students are allowed to use the lab when there are no classes in the room. It is a locked room, so a faculty member or secretary will have to open the door. We do ask that you always be sure the door is closed and locked when you leave. Students should be aware that these two rooms are just for our use and endeavor to keep them in order. The telephone in the Lab should not be used for personal telephone calls. Lab hours will be posted in the room. A lab assistant monitors lab usage. Food/drinks are NOT allowed at computers.

Attire  
Students are expected to dress appropriate for all classes and outside visits. Please see the appendix on Student Behavior Expectations for further information. Head coverings, including scarves, are not to be worn in class unless they are a required part of religious attire (Appendix F).

Books & Periodicals  
There are a number of periodicals in the lab in the periodical stands. There are also a few reference books in the lab and in the classroom. The collections of books held in faculty offices may be available for usage upon request. In addition, there are a number of HIA books recently ordered by the campus library. There is also a Reference Section for Health Information Administration in the library (2nd floor).

Class Officers  
The HIA Department utilizes a Buddy system to match each student with a fellow student. Senior students serve as a buddy to one or more junior students and are assigned each fall. Class officers assist with department communication and social events. Junior will elect class officers in late September who serve for the remaining two years in the program. The current Class Officers are posted in the HIA Lab.
ADVISEMENT AND REGISTRATION

Registration
All HIA Students

Web registration dates are announced in each edition of the Course Bulletin. In order to register on the Web, students will need to procure a PIN from his/her advisor. It is best to obtain academic advisement early. You may schedule an appointment with your HIA advisor any time after Class Schedule Bulletins are available. Professional program students should schedule appointments around October and March. HIA advisors are also available during registration. The assignment of advisors is posted in the Lab and on the 4th floor, BHS. Information may also be obtained by calling the Department Secretary at 995-2552. Working out a long-term plan with your advisor is best done at times other than regular advisement periods for registration. Students are assigned to advisors by last name.

Concurrent Registration

In order to enroll for a course or courses at another college or university, a student following a degree sequence at Chicago State University must obtain written approval from the Office of Academic Evaluation. There may be times when a student will need to take a summer course not offered at Chicago State University in order to meet HIA Department requirements for progression in the program. Permission must be obtained from the Office of Academic Evaluation (ADM Building).

HIA Courses

Students should be aware that all HIA courses are offered only once a year and plan their schedules accordingly. Also, be aware of prerequisites.

EXPENSES

University Tuition and Fees

Current university tuition and fees may be found in the “Class Schedule Bulletin” (CSU website). Unpaid tuition and fees will prohibit future registration.

Clinical Practicum Expenses

HIA students spend a total of 320 hours or two months in a clinical setting over the two years of professional coursework. Each student is responsible for any expenses incurred including food and transportation.

Professional Liability Insurance

The University provides professional liability group insurance for HIA students for Junior and Senior year professional practice experiences. The cost for the liability insurance is $15 per year to be paid only by money order in September made out to Chicago State University. Submit payments to the Cashier’s Office and a copy of the receipt to the Department Secretary. There are no refunds for liability insurance.

Background Checks and Immuniza-

Background Check service is handled by Certified Background, www.certifiedbackground.com. You will be given a special number for access. Background checks are required by the department for all field
Talions and include criminal background and drug screening. Some institutions may require fingerprinting. Students are responsible for the cost of all required tests. Documentation of immunizations, TB test and a physical exam are also required for all students. Some facilities may also ask for a flu shot. Lab results are accepted within 12 months; some require six months. Documentation is required before placement. See the Clinical Coordinator or Program Chair for more information.

Lab Coats
Lab coats are required for all HIA Students and must be purchased in the fall of the junior year. The white lab coat with the College patch is available at Working Class Uniforms, 95th and Cicero, Oak Lawn, IL. See the Department Secretary for an order form.

Student Professional Org. Dues
Student membership in the American Health Information Management Association (AHIMA) costs $35 per year. With this membership comes an automatic membership in the Illinois Health Information Management Association (ILHIMA). Student members receive the Journal of the AHIMA as well as the state newsletter as part of the membership. Opportunities to attend conferences and purchase textbook at reduced rates are some advantages of membership. Membership is strongly recommended. Health information management professionals must uphold the Code of Ethics. The full document can be found at: http://library.ahima.org/xpedio/groups/public/documents/ahima/bok1_024277.hcsp?dDocName=bok1_024277 (Appendix I)

CAHIMA
Membership in the Chicago Area Health Information Management Association (CAHIMA) Association costs $10.00 per year for students and includes a newsletter and the opportunity to attend educational meetings at reduced costs. Membership strongly recommended. Member applications for CAHIMA are available online at http://www.ILHMA.org.

Applications for AHIMA are online and CAHIMA are also available in the HIA lab.

Graduation
Those students who plan to graduate have additional costs such as the fee they must submit with their application for graduation, rental of caps and gowns, pictures, and costs to participate in the College of Health Sciences Convocation. These costs vary. The application fee for the graduation application is mandatory, but the other costs are voluntary. Student participation is highly encouraged for the graduation ceremonies.
Students are directed to become familiar with and follow the university and college grievance policies. Based on the University and College grievance policies the Department of Health Information Administration has adopted the following procedures.

**Department Level Student Grievance Procedure**
Prior to the filing of a formal grievance, an earnest effort should be made to resolve the matter at the level of occurrence. If the matter cannot be resolved at the student-instructor level, the following formal procedure is to be followed. All documentation is to be signed and dated by each individual involved in the process.

**Step 1. Conference between student and instructor**
A student who has a grievance against an instructor should first complete the grievance form “Petition for Hearing” obtainable from the program office and submitted to the program director and instructor (see Appen. G). A formal meeting with the instructor concerned is to be held within 5 school days in an attempt to resolve their differences. The student may request their advisor or an alternative instructor (if instructor being grieved or advisor is the same individual) attend the conference as a neutral party. The instructor will document the outcome of the meeting and notify the student grievant in writing within five (5) school days. A routing form is obtainable from the program office and all pertinent materials are to be forwarded to the program chair (see Appendix H).

**Step 2. Conference between student and program chair**
If an equitable solution cannot be reached in Step 1, the student grievant must make a request, in writing, to the program chair for a formal meeting to discuss the matter. The instructor against whom the complaint is made, may, at the discretion of the program chair be included in the meeting. The program chair will prepare a written report of his/her recommendation on the outcome of the deliberation and provide it to the student grievant and the instructor within five (5) school days.

**Step 3. Hearing before program level grievance committee**
If an equitable solution is not reached in Step 2, the program chair will appoint a program level grievance committee within five (5) school days. The members of the program level grievance committee will include:
1. The program chair or his/her representative (chair of the committee)
2. One faculty member from the program
3. One student member from the program
The program level grievance committee will be responsible for conducting a hearing with the student grievant and the instructor and evaluating all information. The committee will submit a written report of its recommendations after deliberation to the student grievant, the instructor, program chair and the dean within five (5) school days.
Step 4. Hearing before college level ad hoc grievance committee
If an equitable solution is not reached in Step 3, either party must submit a written appeal to the Dean of the College of Health Sciences and the Program Chair within five (5) working days. From this point on, the college level grievance procedure takes effect.
Students grieving can continue in classes until a resolution has been reached. Therefore, close attention must be paid to the time frame for the grievance process. Students may not progress to the Management PPE while grieving. If the outcome of the deliberation requires the student to repeat a course, a contract will be established that outlines student requirements and progression through the program.

College Level Student Grievance Procedure
The programs in the College of Health Sciences provide professional level students with a written copy of procedures for grievances and the student and instructor responsibilities. Causes for grievances include:
1. Admission to professional course sequence
2. Admission to professional practice fieldwork
3. Evaluation of student performance in courses, clinical settings, or other program-related activities. Student grievance procedures and guidelines and the “Petition for Hearing” form are available from the respective programs.

Steps Prior to Hearing:
1. To initiate a formal grievance, the student must file a completed Petition for Hearing with the student’s program chairperson.
2. Before a formal grievance can rise to the college level, it must have proceeded through the prior levels of deliberation indicated below: (Each department may have detailed procedures for action at each level.)
   a) Conference between instructor and student.
   b) Conference between program chairperson and student.
   c) Hearing before program level grievance committee.

Composition of College-Level Grievance Committee
1. The Dean of the College or his/her representative from the College of Health Sciences.
2. One faculty member from the program involved.
3. One College of Health Sciences faculty member not from the program involved.
4. One College of Health Sciences student not from the program.
5. One student from the program involved.
Resolution of the committee will be based on a two-third majority vote. Decisions are forwarded to the Dean of the College of Health Sciences. The decision of the dean will be final.

Revised: Sept. 14, 2010, Health Information Administration
ATTENDANCE

Instructors are required to take attendance in their classes on a regular basis.

a) Non-Attendance
Students who have not attended any class sessions during the first two weeks **must** be dropped prior to the final date for total reversal of tuition as given in the course schedule bulletin. These students will be deleted from the official count.

b) Absences
If, during the semester, a student’s total hours of absences exceeds **twice the number of credit hours** assigned to the course, the student **must** be dropped from that course with a grade of “W”. Students should be dropped if they miss: Six (6) 50-minute sessions of a 3-days-per-week course; Four (4) 75-minute sessions of a 2-days-per-week course; Two (2) 170-minute sessions of a 1-day-per-week course; Six (6) 50-minute segments of a course which combines lectures, discussions and/or laboratory work. Appropriate limits should be set for courses that do not fall into the above categories as per the guidelines. Such drops must occur prior to the official final drop date.

Students may appeal for reinstatement to the appropriate dean by documenting extenuating circumstances that caused the absences. The dean’s decision will be final.

Students must officially withdraw (by submitting a drop form to the registrar’s office) from classes they are not attending, or where their hours of absences exceed twice the number of credit hours for the course prior to the official drop deadline. The drop form must have the academic advisor’s signature.

**Failure on the part of a student to officially withdraw from a class (or on the part of the instructor to drop students) prior to the official drop date will result in a failing (F) grade.**

HIA Faculty Compliance with Policy
Each HIA course syllabus contains a statement concerning the terms upon which a student will be dropped from that particular class in accordance with this policy. It is important that HIA students adhere to these terms. It is also important for a student to take responsibility for officially dropping a course and not depend on a faculty member to do so. Remember that it will be your (F) grade.
At Chicago State University, cheating is a violation of the Student Judicial Code. Cheating includes receipt or transmission of unauthorized aid on assignments or examinations, unauthorized use of examination materials, encouraging academic dishonesty or other forms of academic dishonesty. Plagiarism includes the use of the ideas or writings of another, as one’s own. Neither cheating nor plagiarism will be tolerated in the Health Information Administration Department. A student who is accused of cheating by a faculty member will have the opportunity to resolve the matter by meeting with the faculty member and Department Chairperson. If the facts of the incident are not disputed by the student, the faculty member may elect to resolve the matter at that level by levying one of the following: 1) an oral reprimand. 2) A written reprimand presented only to the student. 3) An assignment to repeat the work, to be graded on its merits. 4) Adjustment of grade downward (including F) for the test, assignment, paper, course or other related activity. The student has a right to appeal the grade. In all cases where the student disputes the charge of academic misconduct, the instructor shall refer the matter to the Office of Judicial Affairs.

Any information obtained through working with health records is, by law, confidential. All information discussed or available in class is confidential and may not be discussed outside the classroom setting. Any information obtained during a professional practice experience in a health care setting which pertains to patients, physicians or institution matters is also considered confidential. A disclosure violation will result in dismissal from the HIA Department.

New HIA students will complete HIPAA training in the HIA 3011 course. This training is essential before handling practice medical records and other confidential documents in the classroom or lab setting.

Beginning Fall 2010, all CSU students are required to take the online Sexual Harassment Training. A certificate of completion is provided.
**EMERGENCIES**

**Adverse Weather**
When adverse weather conditions necessitate class cancellation or closing, announcements will be made on local radio and televisions. No announcements will be made when the University is open. CSU does not ask students to assume undue risk when traveling to class. Students who are prevented by weather from reaching classes when the campus is open should contact the instructor at the phone number provided in the course syllabus as soon as possible.

**Announcement System**
A new **Public Announcement** speaker is located in classroom and public areas for emergency communication. Emergencies are also reported on the CSU website and through the RAVE communication system. You can sign up for RAVE at:  [http://www.getrave.com/login/csu](http://www.getrave.com/login/csu).

**Emergency Evacuations**
All emergencies occurring on campus, life threatening and non-life threatening, should be reported to the campus police by calling ext. 2111 from any campus phone and either 911 or (773) 995-2111 from a cell phone. Evacuate a building when the fire alarm sounds, you smell gas or smoke, see fire or is instructed to do so by staff or emergency personnel. You may also receive instructions over the university’s public address system and RAVE, the emergency notification system.

**Emergency Notification Program**
If possible, assist individuals with disabilities who require assistance to egress from an upper floor or sub-ground floor of a building. Once an evacuation has been mandated, all evacuees should meet at a designated location where attendance must be taken. If anyone is missing, emergency personnel must be informed immediately. Visit [www.getrave.com/login/csu](http://www.getrave.com/login/csu).

**Fire**
If the fire alarm sounds, students are to leave the building in an orderly manner and wait a safe distance from the building until they are given permission to return.

Students should report fires using the alarms on each floor or if a telephone is available and there is time, call CSU Security at Extension 3681.

**Illness and Accidents**
Report illnesses and accidents requiring emergency treatment to CSU Security at Extension 3681.