



Bachelor of Science in Health Information Administration

Student Handbook

Updated February 2018

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Stephens College Bachelor of Science in Health Information Administration Program Policies

Stephens College Mission, Vision and Values

Mission: Learn. Grow. Lead.

Vision: Inspired by its tradition as an undergraduate women's college, Stephens College engages lifelong learners in an educational experience characterized by intellectual rigor, creative expression, and professional practice, supported by accomplished faculty, talented staff, and engaged alumnae/alumni. Graduates of Stephens College are educated in the liberal arts, informed by diverse perspectives, and committed to lives of leadership, integrity and service.

Values: Stephens College is committed to its Ten Ideals as core values that inspire and enrich our lives:

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| <ol style="list-style-type: none"> 1. Respect for our own dignity and the dignity of others, embodied in a sense of social justice 2. Courage and persistence 3. Independence, autonomy and self-sufficiency 4. Support for others through the willingness to take and give criticism, acceptance and love 5. Sensitivity to the uniqueness and fragility of the natural world of which we are part | <ol style="list-style-type: none"> 6. Responsibility for the consequences of our choices 7. Belief in our changing selves and in our right to change 8. Creativity in the spiritual and aesthetic dimensions of life 9. Intelligence that is informed and cultivated, critical yet tolerant 10. Leadership which empowers others |
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HIA Program Mission, Values and Goals

Mission: Stephens College Health Information Administration Program strives to equip students with the skills and knowledge needed to become registered health information administrators (RHIA). Program faculty members combine business administration with health care systems education, so students can acquire the broad range of skill sets consistent with the administrative, medical and ethical requirements for employment in hospitals, clinics and other health-related agencies.

Values:

Quality: The HIA program is accredited by CAHIIM

Stability: Stephens was the first program in the nation to offer a distance program for HIA professionals

Success: Graduates of our program have more than 10 years of 100% pass rate on the RHIA exam*

Convenience: HIA courses are delivered 100% online

Goals: The program's goals are to enable students to: broaden their knowledge of financial management and clinical applications; enhance proficiency by completing a professional practice component; increase productivity and manage health care information teams; and continue to meet work and life obligations while completing degree requirements.

Accreditation

Stephens College is accredited by the **Higher Learning Commission of the North Central Association.**

www.ncahlc.org The Health Information Administration Program is accredited by the Commission on Accreditation for Health Informatics and Information Management Education (CAHIIM), www.cahiim.org

General Information and Degree Requirements

As an online program, men and women are eligible to enroll in this program. To earn a Bachelor of Science degree in Health Information Administration from Stephens College, a student must complete 120 semester hours. A minimum of 36 semester hours (including 12 in the major) must be taken with Stephens College faculty to meet the residency requirement. These distance-learning courses are online-based. Working with the Academic Adviser in consultation with the HIA Program Director, students plan a degree program around their professional and personal commitments. The degree requires completion of 69 specified semester hours in HIA coursework, 30 semester hours of specified general education courses, and 21 semester hours of electives. Transfer credit may be awarded based on previous college coursework. For articulation agreement transfer credit information, please refer to transfer credit information in the Health Information Program resource page on the Stephens College website, www.stephens.edu

A grade of “C” or better must be achieved in all HIA foundation and core courses and an overall 2.50 grade point average in the HIA major must be achieved to fulfill graduation requirements.

Credit Hour Requirements

Stephens College follows nationally accepted standards for credit-hour determination. In general, undergraduate lecture courses require 50 minutes per week of class time per credit hour (a three-credit semester lecture would meet 150 minutes per week for 15 weeks), while studio/laboratory courses require 100 minutes per week of class time per credit hour (a three-credit semester course would meet approximately 300 minutes per week for 15 weeks). Courses are completed in a semester or in a session (half a semester). The same amount of instructional time is scheduled for courses receiving the same amount of credit, whether taught in the semester or session format. Credit transferred from other regionally accredited colleges or universities is converted into semester hours.

Students are expected to enroll in a minimum of one course per semester (Fall, Spring and Summer). Students who do not enroll in courses for one calendar year (three successive semesters) may be withdrawn from the program. If necessary, students may arrange to take an official leave of absence.

An undergraduate student must be enrolled at least six (6) credit hours to be eligible for federal loans. A student who is receiving financial aid should check with the lending agency to determine that course registration loads are within the required limit.

Transfer Credit Evaluation

College-level courses completed at an accredited institution of higher education and oriented toward a baccalaureate degree, including dual credit earned while in high school, will be considered for transfer credit at Stephens College with the following guidelines:

- Courses must be completed with a grade of “C” or better.
- Credit will be granted only once for equivalent courses.
- Credit earned at institutions that have non-regional accreditation will be considered for transfer on a course-by-course basis only, as approved by the Registrar or department chair.
- Courses accepted will be included in the cumulative hours earned, but neither grades nor grade points earned at other institutions will be used in the computation of the Stephens College grade point average.
- Timelines: Courses completed in the last 20 years are typically considered for transfer credit. Courses completed more than 20 years ago are considered for transfer on a course-by-course basis. Courses

that require technical or current knowledge may not be accepted if completed more than 10 years ago unless applicant is able to demonstrate current knowledge through work/professional experience.

Credit earned from other institutions through departmental exam are not eligible for transfer credit. Only courses passed through national standardized testing services such as CLEP will be considered for transfer credit (information regarding the College Level Examination Program can be found in this section of the catalog under Options for Earning Credit).

Students should plan carefully with their adviser any part of their degree program that involves course work taken at other colleges/universities. The adviser in consultation with program chair and the student will need to determine if the course work can be accepted as a degree requirement (e.g., Health Information Administration students must submit equivalency requests for course work intended to satisfy HIA major requirements). Students seeking equivalency for transferred courses to meet liberal arts requirements should submit a request to their adviser. Degree-seeking students must submit an equivalency request for all courses taken at other colleges or universities after enrolling at Stephens College.

An official transcript of all course work taken at other colleges/universities after admission must be sent to Stephens College Office of the Registrar at the end of each semester of enrollment at the College/University. The official copy will be filed in the student's permanent file in the Office of the Registrar. An official transcript must be sent directly from one institution to Stephens College and bear the institution's official seal and Office of the Registrar's signature. This must be done at the student's request. All credit that is accepted from other accredited schools that does not meet specific college or program course requirements will be counted as elective credit.

Participation and Contribution Policy

Stephens College emphasizes the importance of active participation in courses. Students must establish contact with the course instructor on the course start date. If the student does not submit assignments as directed, the instructor has the right to require the student to drop the course, or be awarded a failing grade at the end of the course unless an approved withdrawal is granted. Students are expected to regularly participate as directed by the instructor. Lack of class participation for any reason does not exempt a student from completion of all work required for a course. Instructors determine the participation and contribution policy for their classes. It is permissible to use participation and contribution as a factor in determining a student's grade or to lower the amount of credit awarded for a course.

List of Programs and Degree Requirements

Required Foundation Courses for the B.S. in Health Information Administration

BIO 247 Anatomy & Physiology I (3 hrs.)

BIO 248 Anatomy & Physiology II (3 hrs.)

HIA 200 Introduction to Health Information Administration (3 hrs.)

HIA 210 Comparative Health Records Systems (3 hrs.)

HIA 250 Basic Healthcare Statistics (3 hrs.)

HIA 255 Medical Terminology (3 hrs.)

HIA 275 Clinical Applications of Pathophysiology & Pharmacology (3 hrs.)

HIA 281 Medical Coding I (3 hrs.)

HIA 285 Medical Coding II (3 hrs.)

Required Core Courses B.S. in Health Information Administration

CIS 206 Information Systems (3 hrs.)

HIA 225 Principles of Healthcare Management (3 hrs.)

HIA 305 Human Resource Management for Healthcare (3 hrs.)

HIA 330 Legal & Ethical Issues in HIA (3 hrs.)

HIA 347 Management of Clinical Classification & Reimbursement Systems (3 hrs.)

HIA 351 Health Information Systems (3 hrs.)

HIA 354 Principles of Healthcare Finance (3 hrs.)

HIA 355 Integrated Quality Management (3 hrs.)

HIA 365 Performance Improvement for Healthcare Organizations (3 hrs.)

HIA 375 Advanced Information Systems (3 hrs.)

HIA 401 Management of Health Information Administration (3 hrs.)

HIA 450 Internship in HIA (3 hrs.)

HIA 491 Senior Seminar in Health Information Administration (3 hrs.)

HIA 492 Senior Capstone in Health Information Administration (3 hrs.)

Required Foundation Courses for the Post-Baccalaureate Certificate in Health Information

BIO 247 Anatomy & Physiology I (3 hrs.)

BIO 248 Anatomy & Physiology II (3 hrs.)

HIA 200 Introduction to Health Information Administration (3 hrs.)

HIA 210 Comparative Health Records Systems (3 hrs.)

HIA 250 Basic Healthcare Statistics (3 hrs.)

HIA 255 Medical Terminology (3 hrs.)

HIA 275 Clinical Applications of Pathophysiology & Pharmacology (3 hrs.)

HIA 281 Medical Coding I (3 hrs.)

HIA 285 Medical Coding II (3 hrs.)

Required Core Courses for the Post-Baccalaureate Certificate in Health Information

CIS 206: Information Systems (3 hrs.)

HIA 225 Principles of Healthcare Management (3 hrs.)

HIA 305 Human Resource Management for Healthcare (3 hrs.)

HIA 330 Legal & Ethical Issues in HIA (3 hrs.)

HIA 347 Management of Clinical Classification & Reimbursement Systems (3 hrs.)

HIA 351 Health Information Systems (3 hrs.)

HIA 354 Principles of Healthcare Finance (3 hrs.)

HIA 355 Integrated Quality Management (3 hrs.)

HIA 365 Performance Improvement for Healthcare Organizations (3 hrs.)

HIA 375 Advanced Information Systems (3 hrs.)

HIA 401 Management of Health Information Administration (3 hrs.)

HIA 450 Internship in HIA (3 hrs.)

HIA 491 Senior Seminar in Health Information Administration (3 hrs.)

HIA 492 Senior Capstone in Health Information Administration (3 hrs.)

Admission Verification Process for Online Students

In compliance with the provisions of the United States Federal Higher Education Opportunity Act (HEOA) of 2008, Public Law 110-315, concerning the verification of student identity in distance learning, Stephens College has established and will periodically evaluate its process to confirm that a person who is enrolling in the College as an online student is the person they claim to be. All online program students who are admitted at the College are requested to complete a web based identity verification process, *UCard* Creation, through *ProctorU*. You will need to complete the identity verification at <https://go.proctoru.com/> before begin able to register for classes.

Academic Integrity

As a community of scholars committed to truth, Stephens College espouses the belief that any type of academic dishonesty violates an important code of ethics.

When in doubt about plagiarism, paraphrasing, quoting, or collaboration, consult the course instructor.

For further details regarding the Stephens College Academic Integrity Policy, please refer to:

<https://www.stephens.edu/assets/Uploads/2017-2018-Undergraduate-Curriculum-Catalog.pdf>

ADA Statement

If you require reasonable disability-related accommodations, please register your official ADA-approved documentation with Sady Mayer Strand, ADA/504 Coordinator at the Student Success Center (smayer@stephens.edu or call 573-876-7240). After you have registered with the ADA/504 Coordinator, your accommodation letters will be sent to your instructors. Retroactive accommodations cannot not be provided.

Academic Probation

Students whose *cumulative* GPA falls below 2.0 will be placed on academic probation. Students who have been placed on academic probation must earn a cumulative GPA of 2.0 or better by the end of the next semester to return to good standing.

Academic Suspension

Students who do not earn a cumulative GPA of 2.00 or better by the end of the semester after being placed on probation will be placed on academic suspension.

Reinstatement to the College

A suspended student may discuss their case with the Program Director and or Dean to determine if there were extenuating circumstances that affected the student's academic performance. If it is determined that such extenuating circumstances existed, the suspended student may petition the Academic Standing Committee for reinstatement.

The committee will review the student's record and supporting evidence and will make a decision that takes the circumstances into account, while upholding the academic standards of the College. The committee may recommend that the student be reinstated under specific conditions.

A student may also apply for reinstatement after enrolling at another regionally accredited institution for one semester and earning a 2.00 semester GPA for at least 6 semester hours. The student then submits to the Registrar's Office the Reinstatement Application, a letter of appeal to the Academic Standing Committee and an official transcript from the other institution. The student will be notified by the committee of their decision. The committee may recommend that the student be reinstated under specific conditions. When a student is reinstated, their eligibility for financial assistance will be reviewed under the criteria explained in the section "Academic Standing Criteria for Financial Assistance" found in the Undergraduate Academic Catalog.

Reinstated students who do not meet the conditions set by the committee during their first semester following reinstatement will be suspended again without the option of immediate appeal.

Code of Conduct

The Stephens College learning community embraces the free exchange of ideas and opinions with civility and respect. Students and faculty have a shared responsibility to embrace the pursuit of learning and to foster a commitment to academic integrity. All members of the campus community also share an obligation to challenge obstacles to that pursuit and remedy violations of that commitment.

All students and faculty have the right to a learning environment free of verbal abuse, threats, intimidation, harassment, and other conduct that threatens or endangers the physical or mental health or safety of any member of the college community. Class discussions, both in the classroom and via electronic learning engagement tools should be free of excessive sarcasm, bullying, caustic or aggressive language, or disrespect in tone/words. Students in online courses are to construct their written communication carefully, being aware of challenges such as perceptions and interpretations of others.

Should a course instructor believe a student is in violation of this code of conduct, the instructor will immediately notify the student as well as remove him/her from the classroom or virtual collaboration area.

FIRST OFFENSE: The instructor and student should clarify the conduct within a reasonable time frame and the student will be issued a warning. The program chair will be notified and documentation of the warning will be placed in the student's file.

SUBSEQUENT OFFENSES: The instructor will contact the program chair and determine appropriate sanctions and next steps within a reasonable time frame. The chair may consult with the Dean of Health Sciences. Sanctions may include a two – ten day removal from classes/collaboration areas, resubmitting the code of conduct policy agreement, completing an assignment related to the code of conduct, removal from the class and/or removal from the program. The sanction/s should reflect the level of violation and the number of times the student has violated the code. Communication with the student should be in writing and a copy placed in the student's file.

Any academic work, including participation or assignment submission, missed as a result of the removal may not be made up by the student.

Students who feel their instructors are in violation of the code of conduct have the responsibility to contact the program chair and/or the Dean in a timely manner.

AHIMA Membership

All HIA students are required to join and maintain membership in the American Health Information Management Association (AHIMA). RHIT Progression Graduates of a CAHIIM accredited associate's degree program in Health Information Technology (HIT) and/or who hold a current RHIT credential may receive transfer credit for the HIA Foundation courses, based on approval from the HIA Program Director. The Director will only consider transfer credit for courses with a grade of "C" or better.

Online Orientation

Flexibility and quality are the hallmarks of Stephens College. In an effort to stand by our mission and to assist new students in making a successful transition back into college, Stephens College requires that all new

students complete a one-hour online orientation during the first four weeks of classes. As part of the orientation, students will complete assignments designed to familiarize them with all aspects of the Canvas Learning Management System as well as Stephens College policies and procedures.

ProctorU

The Health Information Administration courses use a service called *ProctorU* in order to assure integrity of the program with respect to our accreditation policies. In the majority of your classes you will have two (2) live proctored exams; a midterm and a final.

Using the *ProctorU* service requires a webcam and a reliable high-speed internet connection. As a student, you schedule an exam session with *ProctorU*, and the company will monitor you during the exam using your webcam. *ProctorU* will also verify your identity by asking to see your photo ID, and/or asking you questions that only you would know.

Getting started with *ProctorU* is easy. Just follow these steps:

1. *ProctorU* recommends just about any camera that can be purchased at your local electronics retailer. Web cams must have a microphone for you to communicate with your proctor.
2. Check the [technical specifications page](#) to make sure your computer and web cam meet the requirements. To test your computer's readiness for proctored exams, please click this link: [Test it out.](#)
3. Watch the demo video in the "[How it Works](#)" section.
4. [Create an account](#) by clicking "*ProctorU*" on the right of your screen and schedule your exam. Be sure to provide a valid email address and a phone number where you can be reached when you are taking the exam.
5. At the time of your exam, please return to *ProctorU* tab and click on the blinking button, asking you to "click here to start."

Academic Dishonesty

Stephens College is a community of scholars committed to truth. The validity of a Stephens College degree depends upon the integrity of the work that it represents. Academic dishonesty violates the ethical standards of our community and stunts students' intellectual and personal development. Stephens has therefore adopted an academic dishonesty policy that imposes penalties for students who commit acts of academic dishonesty. Academic Dishonesty

Academic dishonesty includes but is not limited to the following:

1. Committing plagiarism. Plagiarism means presenting another person's work as one's own. The work in question could be research data, a text of any kind, a performance, musical composition, design, work of visual art, photograph, film, video, choreography, or any other type of intellectual property, whether copyrighted or not. This includes buying another person's work from any source and presenting it as one's own.
2. Cheating. Cheating means engaging in any dishonest behavior on examinations, tests, quizzes, assignments, or any other academic activity. This includes use or attempted use of unauthorized assistance, collaboration (unless expressly permitted by the instructor), and unauthorized possession of examinations or other academic materials belonging to a member of the college faculty or staff.

3. Engaging in activities that disadvantage another student, including destruction, defacement, alteration or unauthorized removal of resource materials, or sabotaging another student's work.
4. Turning in substantially the same work for more than one course (unless expressly permitted by the instructors).
5. Misrepresenting oneself or one's circumstances in order to obtain an advantage in academic activities.
6. Using copyrighted material without obtaining the appropriate rights or permissions. The material in question could be a computer program, a text of any kind, a performance, musical composition, design, work of visual art, photograph, film, video, choreography, or any other type of copyrighted material.
7. Fabricating or falsifying any data, information, or citation in an academic activity.
8. Aiding another student in any act of academic dishonesty.
The procedures to be followed in cases of academic dishonesty are outlined below.
 - a) An instructor suspecting academic dishonesty will first make a concerted effort to confer with the student.
 - b) If, after conferring with the student, or attempting to confer with the student, the instructor is convinced the student is not guilty of academic dishonesty, the matter will be dropped.
 - c) If, after conferring with the student, the instructor is convinced the student is guilty of academic dishonesty, the instructor will impose the penalty or penalties specified in the course syllabus. If the instructor has not stated a penalty or penalties in the syllabus, the penalty will be no more severe than a grade of failure or no credit for the assignment in question. If the instructor imposes a failing grade for the course, the student will not be allowed to withdraw to avoid the penalty. The instructor is required to report all acts of academic dishonesty to the Program Chair and to the Academic Standing Committee. A record of every incident of academic dishonesty will be retained in the office of the VPAA.
 - d) If the student chooses to appeal the instructor's decision she/he may request a hearing before the Academic Standing Committee by delivering a written request and all supporting evidence to the office of the VPAA within ten (10) business days of notification of the instructor's decision. Pending the outcome of the hearing the student should continue to attend the class.
 - e) Having received a request for a hearing from the office of the VPAA, the chair of the Academic Standing Committee will, in a timely manner, convene the committee for the hearing. The committee chair will notify the student and the instructor of the time and place of the hearing at least three (3) business days prior. The student and the instructor have the right to appear in person in front of the committee at the hearing. If he or she considers it advisable, the committee chair may invite other individuals to take part in the hearing. The hearing will provide a fair opportunity for both the student and the instructor to present fully the specific details of the case. Upon conclusion of the hearing, the Academic Standing Committee will rule by vote in closed session. The Committee will notify the student, the student's academic adviser and instructor of its decision in writing. The written notification will clearly outline the consequences of subsequent instances of academic dishonesty by the student. The Academic Standing Committee may decide:
 - I. To confirm the instructor's finding and impose the penalty or penalties specified in the course syllabus, or

- II. To confirm the instructor's finding and in consultation with the instructor, impose a different penalty, or
 - III. To reverse the instructor's finding, impose no penalty and direct the instructor to impose no penalty.
9. In addition to the hearings described above, the Academic Standing Committee will separately review all cases in which a student is guilty of academic dishonesty on more than one occasion. In these cases, the Committee may recommend to the Vice President for Academic Affairs that the student be placed on disciplinary probation, be suspended from the College, or be expelled from the College.
 10. In cases of academic dishonesty that affect a degree already conferred, the Academic Standing Committee will make a recommendation to the President of the College regarding revocation of the degree.
 11. All decisions of the Academic Standing Committee are final.

Sanctions

1. In situations in which the faculty member and the student come to an agreement on the events of the incident and determine that the student has committed an act of academic dishonesty, the following sanctions will be imposed:
 - a) For the first offense in any one course, the faculty member will determine whether the student should receive an F on the work in question or an "F" in the course.
 - b) For the second offense in the same course, the faculty member will give the student an "F" in the course. The Academic Standing Committee also will review the case and may add additional sanctions that could include suspension from the College for at least one semester.
2. In situations where the Academic Standing Committee is asked to hear the case and the student is found guilty of committing an act of academic dishonesty, the following sanctions will be imposed:
 - a) For the first offense, the committee may recommend to the faculty member that the student receive an F on the work in question or an "F" in the course.
 - b) For a second offense in the same course, the committee may recommend an "F" in the course in question and also may recommend that the student be placed on disciplinary probation or suspension from the College for at least one semester.
 - c) If a third offense occurs, the committee may recommend suspension or immediate expulsion from the College with no possibility of return.
3. In situations where the Academic Standing Committee reviews instances of two or more violations that occur at any time during the student's college career and involve two or more courses, the following sanctions will be imposed:
 - a) If the student is guilty in two separate instances of academic dishonesty, in addition to the penalties assessed by the individual faculty members, the committee may recommend disciplinary

probation or suspension from the College for at least one semester.

- b) In the event of a third instance of dishonesty, in addition to the penalties assessed by the individual faculty member, the committee may recommend suspension or immediate expulsion from the College with no possibility of return.
- c) In cases of academic dishonesty that affect a degree already conferred, the Academic Standing Committee will make a recommendation to the President of the College regarding revocation of the degree.
- d) Grade adjustments are reported to the Office of the Registrar with appropriate explanations

Students who feel their faculty are in violation of the Academic Code of Conduct have the responsibility to contact the Program Director, the Dean and/or the Vice President of Academic Affairs in a timely manner.

Grade Appeals

The grade-appeal process provides recourse to a student who has evidence or who believes evidence exists that an inappropriate grade has been assigned as a result of bias, clerical error, or capricious, or arbitrary method. All grade appeals shall be conducted according to the following process:

1. Before initiating a grade appeal, the student shall meet with the professor. The student may ask to see the professor in the Program Director/Dean's office or she/he may ask her/his adviser or a student advocate to accompany her/him to the appointment. It is the responsibility of the student to bring to the meeting any coursework she/he has in her/his possession for the instructor to review. At the meeting, the instructor will:
 - a) Review the work the student has brought to the meeting;
 - b) Review any student work still in the instructor's possession;
 - c) Explain how the grade was determined, based on the expectations established in the syllabus or the assignment grading rubric;
 - d) Re-calculate the grade to confirm there were no clerical or mathematical errors.
2. If the instructor agrees that a grade change is appropriate, a Change of Grade form is to be completed and forwarded to the Office of the Registrar with all signatures. An instructor may change a grade without review by the Academic Standing Committee if the change is processed within one semester (either fall or spring) after the grade is assigned. Grades that have been on record for more than one semester may not be changed unless approved after an examination of the circumstances by the Academic Standing Committee.
3. If the discussion with the instructor does not resolve the issue, the student may petition (in writing) to the Dean of the School through which the course was offered. The student will submit the petition to the Dean with copies of the course syllabus, tests, assignments, grading rubrics and papers in the student's possession. The Dean will notify the instructor in writing. The instructor will have fourteen (14) business days to respond to the Dean in writing and include copies of the syllabus, assignments and any of the student work that remains in the instructor's possession. The Dean will render a decision in writing within seven (7) business days of receiving all materials.

4. If the student wishes to appeal the Dean's decision to the Academic Standing Committee, she/he must write a petition to the ASC within seven (7) business days of receiving the Dean's decision. In the petition she/he must give reasons for believing the final grade was arbitrary, biased, capricious or contrary to College policy. The committee will notify the Dean requesting all materials and forms to be forwarded to them including the syllabus and all graded work done for the class.
5. The Academic Standing Committee will carefully review all graded work and other pertinent information, and will contact either the student or the instructor for more information if appropriate. The Academic Standing Committee will decide within seven (7) business days of receipt of all materials whether to uphold the grade or change it. In exceptional cases where a grade change is called for, the Committee, after consulting with the instructor, will direct the Registrar to change the grade. All parties will be notified in writing of the Committee's final decision.

Grade of Incomplete

A student who completes three-quarters of the work in a course at a passing level, but is unable to complete the work on time due to extenuating circumstances, may speak with the instructor to see if receiving an "I" (incomplete) mark is warranted. Up to one semester is allowed to complete the coursework, unless the instructor sets an earlier deadline. If the work is not submitted by the deadline, the grade automatically becomes an "F". If unusual circumstances indicate the need, the instructor may grant one additional semester to complete the course. An incomplete does not affect the GPA in the semester it is assigned. Students who receive incompletes are ineligible for a deans' list that semester.

Library Use

The Hugh Stephens Library, located on the Stephens College campus, serves the learning needs of Stephens College students and faculty by providing access to print and electronic materials. The library can be accessed through the Stephens College web site, <http://stephens.libguides.com/library>

Students may also visit the library on-campus. Those students wishing to utilize this service must have a Student I.D. in order to check out and use library materials.

Textbooks

Students have the option of buying their textbooks online from the MBS Bookstore, <http://www.mbsdirect.net/> or purchasing them on their own. All students needing financial aid vouchers to purchase their textbooks for each semester should contact the financial aid office at finaid@stephens.edu following enrollment in classes. Textbook vouchers may only be used for purchases at MBS.

E-mail Policies and Procedures

Stephens College will provide e-mail accounts to all active Health Information Administration Program students. All communications from Stephens College will be sent to this e-mail address. Students are accountable for information sent to their Stephens e-mail account. E-mail accounts will be issued automatically upon a students' acceptance to the college. This account will remain active during the student's course of studies at Stephens College. Upon graduation, the account will be closed within six weeks after graduation. If the student withdraws from Stephens College, the account will be immediately closed.

Changes in Name, Address, or Telephone Number

It is the student's responsibility to notify the College of any changes in name, address, and e-mail or telephone number. Failure to do so may interfere with the delivery of important and time-sensitive documents. Students must complete a Change of Name/Address form located on the Stephens College website under My Gateway/Registrar/Forms and Resources.