

The logo for Ryerson University, featuring the text "Ryerson University" in white on a dark blue rectangular background. To the right of the text is a vertical yellow bar.

**Ryerson
University**

**Ted Rogers
School of
Management**

The School of Health Services Management

Student Handbook

Updated March 3, 2020

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****Please note that the content of this document is subject to change. For official information regarding all Ryerson policies and procedures, students must consult the most recent Full-time and Part-time Undergraduate Calendar, <http://ryerson.ca/currentstudents/calendars/> or the Ryerson Student Guide, <http://www.ryerson.ca/studentguide>**

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CURRICULUM AND DEGREE REQUIREMENTS

Bachelor of Health Administration (BHA)

The School of Health Services Management offers a part-time degree completion program leading to a **Bachelor of Health Administration (BHA)**. The program is equivalent to years 3 and 4 of a four-year bachelor's degree. Students are required to complete 22 one-semester courses to graduate. Courses in the program are divided into 4 categories:

- Core required courses (14 courses)
- Open Elective (3 courses)
- Upper Level Liberal Studies (3 courses)
- Practicum and Practicum Seminar (2 courses)

To view the BHA Curriculum in more detail, please consult the Ryerson University Undergraduate Calendar at <http://www.ryerson.ca/currentstudents/calendars/index.html>

***Some students may be required to complete 2 additional Lower Liberal Studies (Reachback) Courses, depending on their previous educational background. Please consult your official Letter of Acceptance from Undergraduate Admissions to determine if this applies to you.**

Students are responsible for following the requirements of their program's curriculum for the academic year they were admitted. For example, if a student is admitted in Fall 2015, Winter 2016, or Spring 2016, they follow the 2015-2016 academic year program curriculum as stated in Ryerson's [Undergraduate Calendar](#). Students will not be granted program credit for courses taken outside of their program requirements unless the substitution is pre-approved by the School's Program Director. Retroactive course substitutions or directives will not be approved unless valid reasoning is provided to the School's Director. Please note that being unaware of program requirements is not a valid reason for substitution. See more information under the [Course Substitutions](#) section of this guide.

AUPHA Certification

The School of Health Services Management received full re-certification status by [AUPHA \(Association for University Programs in Health Administration\)](#) in 2006. Although the AUPHA focus is on the Health Services Management (HSM) program, The Health Services Management (HSM) program was recertified in 2013.

FACULTY, INSTRUCTORS, STAFF

Ted Rogers School of Management

Title	Name
Dean	Daphne Taras
Associate Dean, Students	Al Goss
Interim Associate Dean, Faculty and Undergraduate Academic Programs	Phil Walsh
Interim Associate Dean, Research and Graduate Programs	Hong Yu

The School of Health Services Management

Title	Name	Contact	Office
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Department Administrator	Susanna Lau	416-979-5000 Ext 6409	TRS 2-042

Instructors

Name	Contact
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Zahava Rosenberg-Yunger	zahava.rosenberg@ryerson.ca
Kim Durofil	kim.durofil@ryerson.ca
Lisa Fiksenbaum	lisafix@ryerson.ca

For more information on Faculty and Instructors, please see the Faculty & Research tab on the [HSM website](#).

GENERAL PROGRAM INFORMATION

Location of the School

The School of Health Services Management is located on the 8th floor of the Ted Rogers School of Management, at 55 Dundas Street West. The Director's office is located in room TRS 2-040 and the Departmental Administrator's office is located in room TRS 2-042.

Website

The department website can be found at <http://ryerson.ca/tedrogersschool/hsm/>. The website is an essential resource for both prospective and current students. In particular, under the [Current Students tab](#), students have access to updated course offering information and program planning resources. These documents are available to help students plan ahead and track the course of their studies. The website's [Practicum tab](#) houses information regarding the Practicum process, and also contains a [resource page](#) that helps students to plan and execute their Practicum successfully.

Office Hours

The School of Health Services Management's Director and the Department Administrator are in the office daily, Monday to Friday, although hours may vary. The best way to contact [Faculty and Staff](#) is directly via email or phone. Please remember to book appointments in advance, to ensure the availability of the Director or the Department Administrator.

Course Format

The Health Services Management and Health Information Management programs offer courses in three different formats: classroom, online and modular.

CLASSROOM FORMAT is offered in the evenings during the weekday. Classes generally run from 6:00 – 9:00 PM or 6:30 – 9:30 PM one evening a week for 13 weeks. There may also be Saturday morning classes or daytime options available for electives.

MODULAR FORMAT involves a combination of internet and intensive classroom based learning. Students are in class all day Friday and Saturday (9:00 AM – 5:00 PM) for 3 weekends out of the academic term.

ONLINE FORMAT is taught entirely online, via the online learning system called Desire2Learn (D2L), however, you may be required to attend on-site for exams, particularly for elective courses. For more information about taking a course via D2L, please visit the Learning Support website at <http://www.ryerson.ca/courses/>.

Registering for a Course

Registration for courses offered by the School of Health Services Management is done online, via the [RAMSS self-enrolment system](#). Course offering information is posted on the School website each year in June for Fall and Winter terms (under [Program](#)), to help students plan their courses for the next academic year. Course offering information for Spring/Summer terms is posted in February. For more information

about how to register for courses, please see the [Current Students – Course Offerings](#) tab on the School website.

***PLEASE NOTE:** Students take their courses through the [Chang School of Continuing Education at Ryerson University](#), therefore the Course Subject code will always read as a 4-letter code (i.e.: CHSM not HSM). On the “Add Classes” page in RAMSS, do NOT use the “Select Subject” green button to search by Subject. Please enter the 4-letter code (CHSM or CHIM) manually in the box beside.

Drop/Swap a Course

Once program students are enrolled in their course(s), they may drop or swap course(s) according to the published deadlines specified on the [Undergraduate Calendar Significant Dates](#). To swap or drop courses, students should login to their RAMSS account, and under the “Enrol” segment, choose the “drop” or “swap” tab. For more help with changing courses, visit the [RAMSS support](#) webpage.

Please remember that Course Drops are subject to fee charges. For information about drop deadlines, please see the [Undergraduate Calendar Significant Dates](#) or the [Chang School Website Important Dates Section](#).

Finding your Classroom

Most evening classes and modular weekend classes are taught in the Ted Rogers School of Management building, located at 55 Dundas Street West. However, the best way to find a classroom is to use the “Classroom Lookup” option on the [Chang School for Continuing Education website](#), located in the bottom right of the homepage.

Planning your course of study (i.e.: In what order should I take my courses?)

In order to follow the prerequisite structure, students should aim to complete all Level 1 Required courses before moving on to Level 2 Required courses. Students should also aim to complete most of their Professionally Related Electives and Upper Level Liberal Electives by the time that they are starting the Level 2 Required courses.

The Student Resources Page on the School website includes [curriculum tracking forms for both HSM and HIM](#) and a [tentative schedule for HSM and HIM courses up to the 2019-2020 academic year](#). Please keep in mind that course offerings may be subject to change.

Tips for planning courses:

- Consult the resources on the HSM Website (under Program) to help plan your course of study and track your progress.
- Regularly consult your Academic Advisement Report (on RAMSS) and the Undergraduate Calendar each term to ensure you are following the requirements of your program properly.
- **CHSM 301 The Healthcare Systems** is a prerequisite for most courses in the program. Students should take this course first.
- Core required courses are mostly offered in Fall and Winter.
- Spring/summer semesters are best left for elective courses

- **CHSM 417 Research Methodology** (offered in Fall) and **CHSM 408 Program Planning and Evaluation** (offered in Summer) should be taken in a student's final year of study before being enrolled in Practicum, as they are instrumental to Practicum planning.
- **CHSM 418 Practicum Seminar** and **CHSM 419 Practicum Placement** are the final courses taken concurrently in the degree, and students **MUST** complete all other courses before they are eligible to enroll.

Using the Academic Advisement Report

Students have access to an Academic Advisement Report on RAMSS, which provides an online audit of their progress-to-date for meeting program and graduation requirements. For step-by-step instructions on how to access the Academic Advisement Report please visit the [RAMSS Support website](#).

Students can also use the Advisement Report to:

- Check the accuracy of their academic record, including approved transfer credits, challenge credits and course substitutes or directives.
- Assist in the course selection process to determine remaining requirements.
- Ensure that course enrollments fulfill their program requirements.

Course Substitutions

A Course Substitution/Course Directive allows an undergraduate student to substitute one Ryerson course for another within their program curriculum. A **Course Substitution** request determines whether a course that is not part of the normal curriculum of a program can be used to fulfill a specific course requirement in the program's normal curriculum. A course substitution does not replace prerequisite requirements needed to enroll in courses. A **Course Directive** request determines whether a course that is not part of the normal curriculum of a program can be used to fulfill a non-specific course in a prescribed group within the program's normal curriculum.

Students in the program must formally request permission from the School Director before applying for a course substitution/directive. Once approved, students fill out the online form and send it for signature to the appropriate department.

Please follow the link to access the online form:

[\(PDF\) Undergraduate Course Exception \(Substitution/Directive\) Form](#)

Practicum

The Practicum Project is the capstone the BHA program. To learn more about the Practicum, please visit the [Practicum section of the SHSM website](#).

ALUMNI ASSOCIATION

The School of Health Services Management Alumni Association (SHSMAA) represents the School's graduates, students, instructors, faculty and staff. The Association enhances the existing programs and related activities by providing educational and recreational opportunities that directly benefit the development of our alumni and students. The year of office runs from September to August of each

academic year and nominations for all positions are held at the first meeting in September. The current Alumni council is as follows:

Chair: Halima Hatimy
Vice-Chair: Martha Lenis
Treasurer: Siuwin Wang
Secretary: Priyanka Premachandran

Membership in the SHSMAA offers the opportunity to network, articulate your concerns, initiate innovative ideas, and make a difference for the future of the HSM and HIM programs. Current or past students who are interested in becoming part of the Alumni Association can contact the Department Administrator for further information or email shsmalumni@ryerson.ca.

GENERAL UNIVERSITY INFORMATION

Ryerson Email Account and Activating an Online Identity

All students in full-time or part-time graduate and undergraduate degree programs are **REQUIRED** to activate and maintain a Ryerson University Google (Gmail) account, which shall be the official means by which they will communicate with the University. For more information, please see [Policy # 157: Establishment and Use of Ryerson Student E-mail Accounts for Official University Communication](#). Procedures for student activation and use, as well as the Ryerson Student Computing guidelines, are available on Ryerson's Communications and Computing Services (CCS) website: [How to Activate your Online Identity](#).

Once a student activates their Ryerson online identity, their Ryerson Google email will consist of a chosen Ryerson ID, followed by @ryerson.ca (i.e.: john.smith@ryerson.ca) To view email, students can visit www.my.ryerson.ca and log in using their ID and password. Once they are logged in, their Ryerson Google email will be available via the "Apps" tab or by logging in to www.gmail.ryerson.ca.

Please note that students are responsible for regularly monitoring their e-mail accounts. It is possible to set the Ryerson Google account to "forward" to an alternate primary account, however, **failure to check Ryerson email may result in missed information.** It is the student's responsibility to check their Ryerson Google email regularly, so as not to miss important information regarding scheduling, enrolment, fees, graduation, courses, events, etc. Students will have access to their Ryerson email account for an unlimited amount of time after graduation.

The Undergraduate Calendar

The Undergraduate Calendar is Ryerson's official record of all undergraduate programs, courses, and related policies. Students should refer to the Undergraduate Calendar for the academic year they entered the program for curriculum related information. To access Ryerson's Undergraduate Calendar (both current and past versions) please visit <http://www.ryerson.ca/calendar/>.

The Undergraduate Student Guide

The Undergraduate Student Guide is the official companion to [Ryerson's Undergraduate Calendar](#). This online guide summarizes the policies, fees, procedures and services that Ryerson students need to be aware of. To access the Ryerson Student Guide please visit <http://www.ryerson.ca/studentguide/>.

Using the Ryerson Website Search Engine

Students can visit ask.ryerson.ca to search the Ryerson website for information and ask specific questions.

OneCard

The OneCard is the official identification card for the Ryerson University community. It is a student's ID card while on campus, and also serves as a convenience card for many services on campus, including the library, printing and photocopying, food purchases, discounts (such as TTC and movie theatres) and savings. SHSM students may not need a OneCard because many of them take courses at a distance, and are not regularly on campus. However, in the event that a SHSM student wishes to use the library in person, or is looking for TTC and Student union discounts, they will be required to get a OneCard.

As of Fall 2016, students are required to apply for their OneCard online. For more information, visit the [OneCard website](#).

Change of Address

All students must maintain up-to-date personal information via Ryerson's self-service online system, located at www.my.ryerson.ca (RAMSS).

Dean's List

The Ted Rogers School of Management Dean's List recognizes undergraduate students' outstanding academic achievement in an academic year. To be eligible for consideration, you must:

1. Carry an average unit load of 4.0 billing units or higher for the two terms of the academic year under consideration (fall and winter).*
2. Obtain a minimum GPA of 3.5 for the academic year under consideration. The minimum GPA applies for both the fall and winter terms exclusively, in addition to your overall GPA for the year.
3. Obtain passing grades in all courses and a clear academic standing for both terms

Students achieving this honour receive a letter of congratulations from the Dean and a notation on their academic transcript.

Please note: Students are not eligible for the Dean's List if they have a Disciplinary Notation on their academic record, as defined by [PDF file Senate Policy 60, opens in new window](#), in the academic year that the misconduct occurred.

Library Privileges

All students in the HSM or HIM undergraduate programs have access to the library, both in person and online. If a student wishes to sign out library books, they are required to produce a Ryerson OneCard.

For more information about the Library and related services, please visit <http://library.ryerson.ca/>.

Tuition Fees and Payments for Part-time Degree Completion Students

For information on tuition fees and payments, please see the [Registrar's Office Fees](#) website OR call the Cashier's office at 416-979-5015.

Ordering Transcripts

Students can order transcripts directly from their RAMSS account, or via mail, fax or in person. Please see the [Enrolment Services and Student Records website](#) for further information.

Transfer Credits

For questions related to Transfer Credits, including eligibility and how to apply, please see the Ryerson [Transfer Credit Website](#). Transfer credits must be applied for online in your RAMSS account if courses were completed at another accredited institution. For instructions on how to apply in RAMSS, [click here](#).

It is best to apply for Transfer Credit as soon as you are accepted into the HSM or HIM program, to ensure that your requirements are up to date. Please note, transfer credits may take up to a full semester to be applied to your account.

Letters of Permission

In a very limited number of circumstances, a student may need to take a course at another institution. Such requests will be assessed on a case-by-case basis. If a student is granted permission to take a course at another institution, they must complete a [Letter of Permission](#), to be filled out by the department and the Registrar's office, and delivered to the other institution.

Program Extension Request

Students in the HSM and HIM programs have up to 8 years to complete their program. On rare occasions, students are unable to complete their program in the allotted time. On such occasions, students must submit a Program Extension Request in their 7th or 8th year, once it becomes clear that they will not be able to complete their program in time. This request consists of a formal letter being submitted to the Director. This letter must include the following:

- An extension request of no more than two years
- An explanation for why the student was unable to complete the program in a timely manner
- A detailed plan for completion of the program

Applying to Graduate

Ryerson University has two convocation ceremonies each year: Spring (held in June) and Fall (held in October). Students who are completing their degree must APPLY TO GRADUATE within the specified deadline dates on RAMSS. Please follow [these instructions in order to apply to graduate](#). All information about Graduation and Convocation, including Applying to Graduate, can be found on Ryerson's [Convocation website](#).

Significant Dates

Significant Dates can be found via the yearly [Undergraduate Calendar](#). Students are responsible for familiarizing themselves with all University deadlines and important dates set out in the Undergraduate Calendar each year.

Student Resources

Student Learning Support

[Student Learning Support](#) (SLS) offers a range of support programming designed to help students develop the skills necessary for academic success and participate fully in their academic programs.

In addition, Student Learning Support Services also provides support for the following:

- Academic Accommodation Support
- English Language Support
- Graduate Student Support
- Math Support
- Study Skills and Transition Support
- Writing Support

For more information, please visit [the Student Learning Support website](#) or contact them by email at sls@ryerson.ca.

Academic Accommodations Support

Students who are eligible for academic accommodation support have singular and multiple disabilities, such as learning disabilities, sensory impairments, acquired brain injuries, ADHD, and mental health, medical, and mobility issues. Students seeking accommodation should register with Academic Accommodations Support (AAS) as soon as possible to ensure their Academic Accommodation Plan is active when classes start. Please visit Ryerson's [Academic Accommodations Support website](#) for more information or contact the AAS office by phone at 416-979-5290, in person (4th Floor, Student Learning Centre, 341 Yonge Street) or by email at aasadmin@ryerson.ca.

Centre for Student Development and Counselling (CSDC)

The CSDC offers free, confidential counselling services in a professional and friendly environment on campus. Their services are provided by a team of psychologists, counsellors, and master's and doctoral interns. The CSDC's services, programs and resources are intended to assist students not only to solve immediate problems, but also to define their personal, educational and career goals, and to acquire the self-confidence and transferable skills necessary for professional success and individual growth. These services can be provided on a one-to-one basis or in a group format. For information on their location, hours, team, and policies, please visit [the CSDC website](#).

TRSM Academic Success Centre

The Ted Rogers School of Management Academic Success Centre is a team of dedicated learning professionals who support the academic life of management and students taking management courses at Ryerson University. Their team is comprised of learning specialists, Student Success Facilitators, a Learning Strategist and Peer Academic Coaches. The Academic Success Centre helps students improve their academic performance with a series of learning services designed to develop new strategies, skills and behaviours. For more information, on accessing these services please visit the [TRSM Academic Success Centre Website](#), or their office on the 7th Floor of Ted Rogers (2-168).

TRSM Business Career Hub

The Business Career Hub in the Ted Rogers School of Management offers career development opportunities tailored to each student's individual needs and program specialization. Their services are

also available to TRSM alumni up to two years following graduation. Career consultants at the Business Career Hub are specialists in various program areas and will meet with students one-on-one to ensure they have the academic, professional and interpersonal skills needed to succeed in the workplace.

Some of the services the Business Career Hub offers include:

- Skill Building Workshops
- Resume Building Sessions
- Networking Etiquette Training
- Interview Techniques Sessions
- Portfolio Creation
- Career Showcases
- Information Sessions

Additional Services Include:

- One-on-One Career and Self Discovery Consultations
- Personalized Industry-specific Career Advising
- Career Recruitment
- Job Interview Coordination

For more information about services offered by the Business Career Hub in the Ted Rogers School of Management, please visit the [Business Career Hub website](#) or email trsmcareers@ryerson.ca.

Appeals

The School of Health Services Management recommends that students discuss all matters regarding grade appeals with the course Professor or Instructor before beginning the formal appeals process.

In the event that the student still wishes to appeal following discussions with their Professor or Instructor, they should follow the instructions for appeal in the [Senate Policy #134: Undergraduate Academic Consideration and Appeals](#).

FORMS and INSTRUCTIONS for the Appeals process are found on the [Enrollment and Records website](#).

RSU: Ryerson Student Union

Every full-time undergraduate student and all graduate students, part-time and full-time, are represented by the RSU. The RSU is the central, autonomous body that is independent from Ryerson's administration and works to meet the needs of students.

For more information about the RSU, please visit [the RSU website](#).

CESAR: Continuing Education Students' Association of Ryerson

CESAR is the Student Union which represents over 16,000 continuing education, distance education, off campus and part-time degree students at Ryerson. They are a membership-driven organization and work to defend and fight for the rights of our members. CESAR works to improve the lives of students through three main areas:

- Cost saving and useful services
- Fun and educational programming and events
- Representation and advocacy

For more information about CESAR, please visit [the CESAR website](#).

Mature Student Association

Information about Ryerson University's mature student population can be found at the website of the [Mature Students' Association of Ryerson](#).

Student Security

The Ryerson Security Department offers several different programs to maintain the security of Ryerson students, staff and faculty. Programs include Walk Safe, After Hours Building Access, Bicycle Registration, Bike Patrol, Emergency Call Systems and Security Systems.

Please contact [Ryerson University's Security](#) team for more information.

Awards

Ryerson University has many awards available for students, including rewards specific to the Department, the Faculty and the University. Please see the [Awards website](#) for more information about Awards and Bursaries.

ACADEMIC POLICIES

Students have access to the full list of Ryerson policies on the [Senate Office Website](#).

Ryerson's Grading Policy and Course Management Policy

Students are responsible for familiarizing themselves with Ryerson policies relating to academic standing, grading, and course management.

In particular, students should make note the following policies:

- [Senate Policy # 145: Course Management Policy – Undergraduate](#)
- [Senate Policy # 46: Policy on Undergraduate grading, promotion, and academic standing \(“ The GPA Policy”\)](#)

Student Code of Conduct

It is important for students to be familiar and in compliance with the Ryerson Student Codes of Conduct. There are two policies specifically dealing with Student Conduct. They are:

- [Senate Policy # 60: Student Code of Academic Conduct](#)
- [Senate Policy # 61: Student Code of Non-Academic Conduct](#)

Students should be aware of Ryerson's policies regarding Academic dishonesty, and its penalties. It is the student's responsibility to familiarize themselves with and comply with the above two policies.

Plagiarism

According to the Ryerson University Code of Academic Conduct, plagiarism means claiming the words, ideas, artistry, drawings, images or data of another person as if they were your own. In order to learn more about plagiarism and how to avoid it, please visit Ryerson's [Academic Integrity website](#).