

**Health Policy and Management
Master of Science in Public Health (MSPH)**

**Student Guide
2022—2023**



GILLINGS SCHOOL OF
GLOBAL PUBLIC HEALTH
**Health Policy and
Management**

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Welcome

Welcome to the Department of Health Policy and Management. This guide highlights many of the rules, regulations, policies, and procedures of the Master's Program, as established by the department faculty and by the actions of the Administrative Board of the Graduate School. Each student should become familiar with the material pertaining to his or her degree program, and, together with a faculty advisor, make certain that the selected plan of study complies with the pertinent requirements and your own career interests.

This guide is intended to complement the information contained in the [Graduate School Handbook](#). In instances of a discrepancy between these guidelines and the Graduate School Handbook, the latter takes precedence.

While reading through this document, if you find incorrect information, please contact Jeffrey Simms.



Mission, Vision, and Values

Mission

The Mission of the Master of Healthcare Administration (MHA) program at UNC is to improve the decision-making and leadership skills of professionals at all career stages who aspire to manage and lead equitable healthcare and public health organizations at the state, national, and global levels.

Vision

Educating healthcare leaders worldwide to develop, manage, and lead effective, equitable, and responsive healthcare and public health organizations.

Values

Ethical standards: We adhere to high standards of personal and professional integrity and support those standards in our faculty, staff, students, and alumni.

Free intellectual exchange: We value free intellectual exchange, innovation, and entrepreneurship in the pursuit of useful knowledge, advancement, teaching, and service. We believe that continuous improvement and success depend on lifetime learning and we support this among our faculty, staff, students, and alumni.

Accountability: We pride ourselves on maintaining a student-centered environment through accessible faculty and staff. We foster an environment in which faculty can excel in terms of their research, teaching, and service. We use self-assessment and actively solicit and incorporate stakeholder input such as student assessments and alumni and employee surveys throughout our continuous improvement efforts. We recognize that the health of the public and social justice are intertwined; as public health professionals, we are accountable to communities and adhere to principles of equity.

Inclusivity: We strive to ensure that a diverse faculty, staff, and student body feel fully welcome, as we value each other as human beings and want our department and society as a whole to benefit from everyone's talents.

Balance and Growth: We recognize that personal and professional growth are important for well-rounded individuals and strive to help our faculty, staff, and students achieve both. We recognize that our faculty, staff, and students play multiple roles and strive to help them achieve a reasonable balance between their personal and professional lives.

Focus on Results: We are passionate about improving access to high-quality, affordable health services.

Key Points of Contact

Name	Title	Information and Advice Related To:
Karen Volmar	Director, Master's Programs	<ul style="list-style-type: none"> <input type="checkbox"/> Curriculum, course requirements, and options <input type="checkbox"/> Advisor and advisor changes <input type="checkbox"/> Degree changes, dual degree options, deferrals, leaves of absence <input type="checkbox"/> Feedback and concerns related to courses, communication, faculty, staff, advisors <input type="checkbox"/> Department and program policies <input type="checkbox"/> Reference letters <input type="checkbox"/> Participation in departmental committees <input type="checkbox"/> Academic, financial, and personal challenges <input type="checkbox"/> Course selection
Jeffrey Simms	Director, Professional Development and Alumni Relations	<ul style="list-style-type: none"> <input type="checkbox"/> Practicum <input type="checkbox"/> Reference letters <input type="checkbox"/> Academic, financial, and personal challenges <input type="checkbox"/> Practicum options <input type="checkbox"/> Employment post-graduation <input type="checkbox"/> Guidance on practicum and post-graduation employment <input type="checkbox"/> Practicum and job interview preparation <input type="checkbox"/> Resumes and cover letters
Jake Stallard	Associate Director, Master's Programs	<ul style="list-style-type: none"> <input type="checkbox"/> Canvas <input type="checkbox"/> Competency assessments
TBD	Academic Coordinator	<ul style="list-style-type: none"> <input type="checkbox"/> Applying to HPM <input type="checkbox"/> Curriculum, course requirements, and options <input type="checkbox"/> Graduation and degree requirements <input type="checkbox"/> Course registration <input type="checkbox"/> Degree changes, dual degree options, deferrals, leaves of absence <input type="checkbox"/> Course exemption requests <input type="checkbox"/> Department and program policies <input type="checkbox"/> Graduate School policies <input type="checkbox"/> Academic, financial, and personal challenges
Cathy Padgett	Career Services Coordinator	<ul style="list-style-type: none"> <input type="checkbox"/> Practicum options <input type="checkbox"/> Employment post-graduation <input type="checkbox"/> Practicum and job interview preparation <input type="checkbox"/> Resumes and cover letters <input type="checkbox"/> Academic, financial, and personal challenges
Faculty Advisor/Mentor	<p>The faculty advisor's role varies depending upon student needs and the specific expertise of the faculty member. The advisor can be helpful in many ways, including:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Course selection <input type="checkbox"/> Practicum options <input type="checkbox"/> Resume and cover letter review <input type="checkbox"/> Reference letters <input type="checkbox"/> Practicum and job interview preparation <input type="checkbox"/> Concerns related to courses, faculty, students, policies <input type="checkbox"/> Academic, financial, and personal challenges 	

Health Policy and Management Offices, Program Management, Faculty and Staff

Chair's Office	Morris Weinberger, Chair	mweinber@email.unc.edu
	Kristin Reiter, Associate Chair	reiter@email.unc.edu
	Erin Kent, Associate Chair	erin.kent@unc.edu
	Stephanie Forman, Assistant to the Chair	sforman1@email.unc.edu
Business Office	Terri Gault, Director, Finance and Administration	terrigault@unc.edu
	Stacie Jones, Lead Accounting Technician	stacie_jones@unc.edu
	Ying Xu, Accounting Technician	yingxu@email.unc.edu
PhD Program	Justin Trogdon, Program Director	justintrogdon@unc.edu
Master's Programs	Karen Volmar, Program Director	karen.volmar@unc.edu
	Jake Stallard, Associate Director	jake_stallard@unc.edu
Executive Doctoral Program in Health Leadership	John Wiesman, Program Director	john.wiesman@unc.edu
Undergraduate Program	Melanie Studer, Program Director	melanie_studer@unc.edu
Student Support	Jeffrey Simms, Director of Professional Development & Alumni Relations	jeffrey_simms@unc.edu
	Valerie Hooker, Academic Program Support Coordinator	vhooker@email.unc.edu
	Cathy Padgett, Career Services Coordinator	cathy_padgett@unc.edu
	Kim Sieler, Academic Coordinator	krsieler@email.unc.edu
	TBD, Academic Coordinator	
	Ta'Keyah Holder, Academic Program Support Coordinator	tholder@email.unc.edu
Systems Specialists	Paul Barrett, Systems Specialist	pbarrett@email.unc.edu

[HPM Faculty & Staff Listings](#)

HPM Student Support Office

120 Rosenau Hall
Office Hours 8:00 am – 5:00 pm

Staff

TBD
Academic Coordinator

Cathy Padgett
Career Services Coordinator
(919) 966-7390
Cathy_padgett@unc.edu

The Student Support Office is an excellent source of important information at all points in your academic career. This office provides information on admission, curriculum requirements, and graduation. If you need an answer fast and you cannot locate it on the department webpage or no one else seems to know the answer, your best bet is to look here. Hours are 8:00 am – 5:00 pm.

Student Support Services

Communication: The Student Support Office communicates important information to all students via email using the listserv. It is your responsibility to sign up for the Master's Program listserv. Contact the Student Support Office for listserv instructions.

Registration: All incoming students must register for classes via [ConnectCarolina](#). General registration instructions and an online directory of classes are available at the [Office of University Registrar](#). NOTE: If you register on or after the first day of class you will be charged a \$20.00 late fee.

Tuition and Fees Information

UNC OneCard: The [UNC OneCard](#) is the official ID card for students, faculty, and staff. Your OneCard is a multipurpose identification and online account card that provides access to certain facilities, buildings, and events, and also serves as your UNC Library card.

Mailboxes: Student mailboxes are located in McGavran-Greenberg Hall near suite 1104. Remember to check your mailbox regularly.

The Graduate School: The HPM Student Support Office and the Graduate School work closely together to guide graduate students as they work towards the completion of their degrees. We encourage all students to refer to the [Graduate School Handbook](#). Our office is governed by Graduate School policies. If you have questions about such matters as transferring credits, taking courses at another university, changing your degree, or graduation requirements, please refer to the Graduate School Handbook and feel free to contact our HPM Student Support staff.

MSPH Degree Requirements

Degree requirements incorporate School, Department, and MSPH degree requirements.

All students must be registered as a full-time student in residence for at least two semesters.

A student receiving a grade of "F" in any course or a receiving nine (9) hours of "L" (low pass) becomes ineligible to continue. An ineligible student must apply for, and receive, reinstatement before continuing. Dual degree students who receive a grade of "F" in **either program**, or nine (9) hours of "L" in either program or both programs combined (i.e., a portion of the nine (9) hours of "L" in one program and the rest in the other) are deemed academically ineligible in **both programs, and must petition for reinstatement in both programs.**

An [Application for Graduation](#) must be submitted no later than the deadline established by the Graduate School for that semester in which the student expects to graduate.

All requirements for the degree must be met within five years from the date of matriculation.

Additional information may be obtained from the Students Services Office and in the [Graduate School Handbook](#).

Comprehensive Examination and Master's Paper: The Graduate School requires that graduate students successfully complete a comprehensive examination and master's paper, or approved alternative requirements. The Graduate School has approved the following substitutes for each of these requirements for the MSPH degree:

Comprehensive Examination: Successful writing and defense of a master's paper proposal is usually completed as part of HPM 789 during the fall semester of the student's second year in the program. The written proposal is presented orally to two faculty readers during the fall semester or early in the spring semester. Approval of the master's paper proposal constitutes passing the comprehensive examination.

Master's Paper: Successful completion, approval, and presentation of a master's paper meets this requirement. Two faculty readers must approve the paper. All MSPH students are required to conduct a public presentation of their paper in April of the student's second year. In the final semester, MSPH students typically register for HPM 992 (Master's Paper) under their reader's course section.

Electives: Students are encouraged to take elective courses relevant to their interests. Electives may be taken in any school or department on campus, or, if the student wishes, through Duke University or any campus of the University of North Carolina system approved by the Graduate School (NC State University, UNC-Greensboro, UNC-Charlotte, North Carolina Central University). Note that electives must be graduate-level courses, numbered 400 or higher.

Internship/Practicum: MSPH students must successfully complete a twelve-week internship/practicum (480 hours) under the joint supervision of the Director of Professional Development, faculty advisor and an approved field preceptor.

The overall objective of the internship/practicum is to provide a planned and supervised learning experience through first-hand observation and operational responsibilities in a health services agency. Specific objectives for all student internship/practicum placements are as follows:

- To have learning experiences that are not normally available in the classroom, but which are essential for sound training in Health Policy and Management.
- To test the validity and applicability of classroom learning to practice, thus developing the student's own professional point-of-view.
- To develop and refine operational skills, gain relevant experience, and enhance professional self-confidence as health administrators or policy analysts.
- To make a service contribution during the internship/practicum that will not only be useful to the organization but also sharpen the students' administrative and/or analytical skills.

Beginning in the fall of the first year, various healthcare professionals and organization representatives visit the department to meet with students and conduct interviews for both internship/practicum positions (first-year students) and jobs (second-year students). This provides an opportunity for students to learn about these organizations, assist in their internship/practicum search, and lay the groundwork for possible future employment. The Director of Professional Development and the Career Services Coordinator coordinate these visits and organize interviews.

- MSPH students register for 2 credit hours for HPM 793 during Fall 2.
- A internship/practicum fee of \$450.00 is required by all students in addition to tuition and university fees.



Sample Plan of Study
for the **MSPH** degree in the
Department of Health Policy and Management
for students matriculating in
Fall 2022

Course #	Course name	Credits Taken	Planned Term	Degree Requirements
SPHG 711	Analysis	2	Fall 1	SPH Core
SPHG 712	Methods and Measures	2	Fall 1	SPH Core
SPHG 713	Understanding Public Health Issues	2	Fall 1	SPH Core
HPM 601	Issues in Health Care	1	Fall 1	Dept Core
HPM 701 ¹	Professional Training I	1	Fall 1	Dept Core
HPM 754	Health Care in the US Structure and Policy	3	Fall 1	Dept Core
HPM 880	Math/Stata Module	3	Fall 1	MSPH Core
	Elective Graduate-level course	0.5-3	Fall 1	Elective
Semester Subtotal		15		
SPHG 721	Conceptualizing Public Health Solutions	2	Spring 1	SPH Core
SPHG 722	Implementing Public Health Solutions	4	Spring 1	SPH Core
HPM 770	Introduction to Operations Research for Healthcare Systems	3	Spring 1	Dept Core
HPM 881	Linear Regression Models	3	Spring 1	MSPH Core
	Elective Graduate-level course	0.5-3	Spring 1	Elective
Semester Subtotal		15		
HPM 702 ¹	Professional Training II	1	Fall 2	Dept Core
HPM 715	Health Economics for Policy and Administration	3	Fall 2	Dept Core
HPM 772 ³	Methods for Health Policy Analysis and Technology Assessment	3	Fall 2	MSPH Core
HPM 789	Master's Paper Development	2	Fall 2	MSPH Core
HPM 884 ⁴	Health Services Research	3	Fall 2	MSPH Core
HPM 793 ^{2, 5}	Health Policy and Management Internship	2	Fall 2	Practicum
	Elective Graduate-level course	0.5-3	Fall 2	Elective
Semester Subtotal		15		
HPM 703 ¹	Professional Training III	1	Spring 2	Dept Core
HPM 992	Master's Paper	3	Spring 2	MSPH Core
	Elective Graduate-level course	0.5-3	Spring 2	Elective
	Elective Graduate-level course	0.5-3	Spring 2	Elective
	Elective Graduate-level course	0.5-3	Spring 2	Elective
Semester Subtotal		15		
MSPH Degree Total		60		

¹ Professional Training Fees: HPM 701 (\$550), HPM 702 & 703 (\$500 each) Credit hours do not count towards 60 needed to graduate

² Practicum Fee: \$450

³ Prerequisite: HPM 770 Introduction to Operations Research for Healthcare Systems

⁴ Alternative program evaluation courses can be taken. Example: HBEH 752

MSPH Program Worksheet (2022—2023)

Course Number	Title	Semester completed	Credits	Notes (exemptions, substitutes)
SPH Core				
SPHG 711	Analysis		2	
SPHG 712	Methods and Measures		2	
SPHG 713	Understanding Public Health Issues		2	
SPHG 721	Conceptualizing Public Health Solutions		2	
SPHG 722	Implementing Public Health Solutions		4	
HPM Core				
HPM 601	Issues in Health Care		1	
HPM 715	Health Economics for Policy and Administration		3	
HPM 754	Health Care in the United States: Structure and		3	
HPM 770	Operations Research for Healthcare Systems		3	
HPM 793	*Practicum (\$450 fee)		2	
HPM 701	*Professional Training I (\$550 fee)		n/a	
HPM 702	*Professional Training II (\$500 fee)		n/a	
HPM 703	*Professional Training III (\$500 fee)		n/a	
MSPH Core				
HPM 772	Methods for Health Policy Analysis and Technology Assessment		3	
HPM 789	Master's Paper Development		2	
HPM 880	Math/Stata Module		3	
HPM 881	Linear Regression Models		3	
HPM 884	Health Services Research		3	
HPM 992	Master's Paper		3	
Elective Courses				
	Total Credit Hours for Graduation		60	
*Additional fees (in addition to University Fees)				

Frequently Asked Questions

Answers to many of these questions may be found in the [Graduate School Handbook](#).

How many credits can I register for each semester?

Graduate students are permitted to register for no more than 16 hours in any semester. Overload requests are considered on an exceptional basis and must be approved by your advisor, the Residential Master's Program Director, and the Academic Coordinator. Registration of a minimum of nine (9) hours is required to maintain status as a full-time student.

How soon do I have to decide which degree I want?

During the application process, students indicate the degree program best suited to their career goals. However, we recognize that interests occasionally shift. If you are considering a change, you should discuss this with your Advisor and Academic Coordinator. It is best to settle on a degree program within two weeks of the start of classes.

What certificate programs are available?

Several [certificate programs](#) are offered and can be pursued to complement degrees at the Gillings School of Global Public Health. These are interdisciplinary and therefore available to all students regardless of department. Courses taken for the certificates often fulfill elective course requirements. Check with your Academic Coordinator when selecting courses.

Can I take courses for credit at other universities?

Under certain conditions, students registered for at least three (3) credit hours on this campus may take a maximum of two (2) graduate-level courses during a fall or spring term, or a maximum of one graduate-level course during a summer term, at any of the following universities: UNC-Greensboro, Duke University, NC State University, UNC- Charlotte, and North Carolina Central University.

A student must complete a "Request for InterInstitutional Registration" form which is available from the University Registrar's Office. Before enrolling in a course on another campus, it is important to discuss this with your Academic Coordinator and to receive his or her approval for the [InterInstitutional Program](#).

Can credits/grades transfer from other institutions?

With the approval of the Program Director and the Graduate School, graduate students may transfer in up to 20 percent of the credits required for the degree. Such work must represent graduate-level course work relevant to the degree being sought, with course content and level of instruction resulting in student competencies at least equivalent to those of students enrolled in the current program. Grades earned on transferred work must be equivalent to B or better (B- is not equivalent to B). Transferred work will not be included in the residence credit calculation. Requests for coursework to be transferred for credit toward a graduate degree are reviewed by the Graduate School upon recommendation by the student's department.

What grades are assigned for graduate courses?

The University uses a non-traditional grading scheme of H, P, L, and F for all graduate programs/students. This scheme does not recognize “+” or “-” and differs significantly from grades awarded by UNC-CH professional programs (Law, Medicine, Dentistry). Consequently, an official University transcript will reflect only the following graduate grades for courses taken within your School of Public Health graduate program:

H	High Pass
P	Pass
L	Low Pass
F	Fail
F*	Fail - administratively assigned
S	Satisfactory progress on research courses, field training, theses, and master’s paper; must be followed by a permanent grade before graduation.
IN	Work incomplete (automatically becomes an F* within 12 months)
AB	Absent from final examination (automatically becomes an F* within 12 months)
PS	Pass/Fail - all required graduate courses, including those taken on this campus or elsewhere (via inter-institutional registration, Study Abroad, etc.), may not be taken on a pass/fail basis. Students who wish to take a non-graduate level course pass/fail should contact The Graduate School.

Grade Appeals

The department adheres to the Graduate School grade appeals process, which is detailed in [The Graduate Grading](#) portion of the Graduate School Student Handbook.

Can I calculate a grade point average?

Due to the non-traditional graduate grading scheme, which does not assign numerical values to H, P, and L grades, no official grade point average is calculated for graduate students. However, the department does assign point values to grades solely for the purpose of determining an "internal" grade point average and class ranking for nominations to [Delta Omega](#), the Public Health Honorary Society. These grade point averages and class rankings are for internal use only and are *not* released to other organizations.

What grade do I need to maintain academic eligibility?

In order to pass a course, a student must, at minimum, receive a low pass (L) grade; no grade falling below the standard represented by the grade of “L” is counted for graduate credit. A student, who receives a grade of “F” or nine (9) or more semester hours of “L” is ineligible to continue graduate study. Dual degree students who receive a grade of “F” in **either program**, or nine (9) hours of “L” in either program or in both programs combined (i.e., some of the nine (9) hours of “L” in one program and the rest in the other) are deemed academically ineligible in **both programs and must petition for reinstatement in both programs.**

After each semester, the instructor furnishes the Program Director and the Academic Coordinator with a list of students who have received one or more L’s or F’s in the program.

Students made ineligible under the conditions stated above may apply for reinstatement upon petition to the department and the Graduate School. [Application for Reinstatement](#) forms should be submitted to the program’s Academic Coordinator. The HPM Reinstatement Committee Chair will consider the petition, and forward it to the Graduate School, together with a statement endorsing or declining to endorse the student’s request. After reinstatement, any additional grade below “P” will result in the student becoming ineligible once again.

HPM Procedure for Graduate Student Reinstatement

When a Health Policy and Management graduate student is made academically ineligible, the student may

petition the department and the Graduate School for reinstatement by submitting the completed [Request for Reinstatement to Graduate School Form](#) to the Academic Coordinator. The Academic Coordinator will forward the petition to the department chair, who will then convene the department's Student Appeals Committee to review the student's request.

The Student Appeals Committee is chaired by a full professor and includes one of the department's associate chairs and one additional faculty member. In situations where any of these individuals would have a conflict of interest, the committee chair will consult with the department chair to assign another faculty member(s) to the committee.

The committee gathers all relevant information from the instructor(s) who assigned the grade(s) that made the student ineligible, the student, and others. The committee then makes a recommendation to the department chair to endorse or decline the student's request for reinstatement. Following consideration of this recommendation, the department chair then forwards their decision to the Graduate School. Final approval rests with the Graduate School.

Do withdrawals show up on my transcript?

To withdraw from a class (i.e., drop a class) and NOT have the withdrawal indicated on your transcript, you must drop the class prior to the "last day for drops" as established by the [Office of University Registrar](#). The date is generally before the last two weeks of a semester. Withdrawals prior to the deadline do not appear on the transcript. If you withdraw from a class after the drop date, a W will be displayed on your transcript.

NOTE: Single course withdrawal (drop) is not to be confused with withdrawing from the University, which is required when ALL classes are to be dropped.

Financial Aid

Financial aid is available through the University, the department, and various organizations nationwide. University support includes awards from the Graduate School based on nominations by the department. There is NO application process for these awards, which are available only to entering students. For information about federal and other loan programs, contact the [Office of Scholarships and Student Aid](#), 300 Vance Hall, (919) 962-8396.

Graduate Assistantships

The department's primary mechanism for providing financial aid to master's students is the graduate research or teaching assistantship. These assistantships are limited-service awards made for the performance of specific research or teaching tasks.

Limited teaching assistant (TA) positions are available to returning master's students through HPM. Decisions about TA assignments are based on faculty preferences, students' interests, suitability for a particular course, and HPM budgetary considerations. Most appointments are announced after the department budget is finalized and approved, which can range in time from mid-summer to the opening of the fall semester. Additional awards may continue to be made during the year, depending on department needs and the availability of funds.

Master's students may also be eligible to serve as research assistants (RAs) for HPM faculty. Decisions about RA positions are made by individual faculty, as these positions are typically funded through external research grants, not the department. Students are also strongly encouraged to explore TA and RA positions in other departments within Gillings and the broader University.

Assistantships may include tuition and health insurance, as well as a stipend.

Key University and Department Policies

Valuing, Recognizing, and Encouraging Diversity

Promoting and valuing diversity in the classroom enriches learning and broadens everyone's perspectives. Inclusion and tolerance can lead to respect for others and their opinions and is critical to maximizing the learning that we expect in this program. This may challenge our own closely held ideas and personal comfort zones. The results, however, create a sense of community and promote excellence in the learning environment. Diversity includes consideration of (1) the variety of life experiences others have had, and (2) factors related to "diversity of presence," including, *among others*, age, economic circumstances, ethnic identification, disability, gender identity, geographic origin, race, religion, sexual orientation, and/or social position. ***HPM follows the principles of inclusion, respect, tolerance, and acceptance that support the values of diversity.***

Disability Accommodation

UNC-CH supports all reasonable accommodations including resources and services for students with disabilities, chronic medical conditions, a temporary disability, or a pregnancy complication resulting in difficulties with accessing learning opportunities. All accommodations are coordinated through the UNC [Office of Accessibility Resources & Services](#) (ARS) via phone (919) 962-8300 or [email](#). Students must document/register their need for accommodations with ARS before any accommodations can be implemented.

Harassment and Discrimination Policy

Honor Code

Guidelines for HPM Student Concerns and Complaints

The Department of Health Policy and Management (HPM) is governed by the [policies and procedures](#) established by the University. [Student Grievance Policy and Procedures](#)

In addition to compliance with University policies, HPM follows guidelines from the Gillings School of Global Public Health (GSGPH) when [addressing student concerns](#). Students in HPM should follow these steps when seeking to address a specific concern or filing a formal complaint.

Process

1. Contact and discuss with the course instructor or the individual with whom you have a concern. If the issue is unresolved, proceed to Step 2.
2. Discuss your concern with the director of the program in which you are enrolled. If the issue continues to be unresolved, proceed to Step 3.
3. Discuss your concern with the Department Chair. Depending upon the nature of the issue, at this point, the Chair may convene a committee of faculty members to review the concern, interview the involved parties, and determine an appropriate course of action.
4. At any point in the process, it may be determined that a University policy takes precedence and will be followed.
5. As stated in the GSGPH guidelines, if you are not comfortable interacting with the Instructor, Program

Director, or Department Chair, at any time in the process, the Assistant Dean for Student Affairs, Charletta Sims Evans will meet with you. She can be reached via [email](#) or phone at (919) 966-2499.

6. If all preceding steps do not result in a satisfactory resolution, then continue to follow the GSGPH guidelines. Appeal to the UNC Graduate School is also an option.

Timeliness

The timeliness in addressing any concern will initially be determined by the student who brings forth the concern. Factors influencing timeliness will be the nature of the issue, the degree of seriousness of the issue, and/or the urgency of the issue once brought to the attention of the course instructor, Program Director, Department Chair, or Assistant Dean for Student Affairs. If a concern has programmatic implications, the issue will also be reviewed by the appropriate committee. In any case, all efforts will be made to engage the student and to resolve quickly, equitably, and satisfactorily the issue or concern.

Confidentiality

Concerns or issues are handled in a confidential manner in compliance with University [FERPA](#) and/or [HIPAA](#) regulations.

Important Sites and Services

Services	Location	Phone	Web Site
Chapel Hill Transit	n/a	n/a	www.ci.chapel-hill.nc.us/transit
Accessibility Resources & Service	450 Ridge Road	(919) 962-8300	http://accessibility.unc.edu/
ONYEN	022 Undergraduate Library	(919) 962-4357	https://onyen.unc.edu/
HeelMail		(919) 962-4357	http://help.unc.edu/help/heelmail-frequently-asked-questions/
Graduate School - forms	200 Bynum Hall	(919) 966-2611	http://gradschool.unc.edu/academics/resources/forms.html
Graduate School - Handbook			http://handbook.unc.edu/pdf/handbook.pdf
Health Sciences Library	Columbia Street	(919) 966-0800	http://www.hsl.unc.edu
International Student & Scholar Services	Fed Ex Global Education Center 301 Pittsboro Street	(919) 962-5661	http://oiss.unc.edu
UNC Funding Opportunities	200 Bynum Hall	(919) 966-2611	http://gradschool.unc.edu/funding/
HPM Web Site	135 Dauer Drive	(919) 966-7350	http://sph.unc.edu/hpm/health-policy-and-management-home/
NC Resident Status	SASB North	(919) 962-6324	http://registrar.unc.edu/academic-
Registration	SASB North	(919) 962-3954	http://registrar.unc.edu/registration/
Scholarships & Student Aid	300 Pettigrew	(919) 962-8396	http://studentaid.unc.edu/
My UNC	n/a	n/a	http://my.unc.edu/
Tuition Rates	n/a	n/a	http://cashier.unc.edu/tuition-fees/
UNC One Card (ID)	Daniels Student Stores	(919) 962-8024	http://www.onecard.unc.edu
Finance Division (Cashier's)	SASB North	(919) 962-1368	http://www.unc.edu/finance/cashiers/cashiers