



Student Handbook 2024–2025

Jefferson College of Population Health

Notice of Equal Opportunity

Thomas Jefferson University is committed to providing equal educational and employment opportunities for all persons without regard to race, color, national or ethnic origin, marital status, religion, sex, sexual orientation, gender identity, age, disability or veteran's status. The consideration of factors unrelated to a person's ability, qualifications, and performance is inconsistent with this policy. Any person having inquiries or complaints concerning Thomas Jefferson University's compliance with Title VI, Title IX, the Age Discrimination Act of 1975, the Americans with Disabilities Act, or Section 504 of the Rehabilitation Act is directed to contact their Student Affairs Dean or Human Resources – Employee Relations, who have been designated by Thomas Jefferson University to coordinate the institution's efforts to comply with these laws. Any person may also contact the Assistant Secretary for Civil Rights, U.S. Department of Education, Washington, D.C. 20202, or the Director, U.S. Department of Education, Office for Civil Rights, Region Three, Philadelphia, Pennsylvania, regarding the University's compliance with the equal opportunity laws.

The Jefferson community is deeply committed to upholding the ethical standards and professional values of Medicine. The sections that follow, which have been adopted by the students, the Executive Council, and the Professorial Faculty, are our expression of this commitment.

Please visit the Jefferson College of Population Health's [Diversity, Equity, & Inclusion website](#).

Student Handbook

The *Student Handbook* is intended to describe the general policies and procedures regarding the Jefferson College of Population Health (JCPH) for a given academic year. It is accurate at the time of printing but is subject to change from time to time as deemed appropriate by the College in order to fulfill its role and mission or to accommodate circumstances beyond its control. Any such changes may be implemented without prior notice and without obligation and, unless specified otherwise, are effective when made.

It is the responsibility of the student to be familiar with and observe all regulations, policies, and procedures of the College and University. The student is ultimately responsible for meeting all requirements for a degree and graduation. Mentorship by advisors, faculty, preceptors, and program directors is offered in an advisory capacity only.

To obtain the latest information, please consult the JCPH website at: www.Jefferson.edu/PopulationHealth

University-wide policies are available on the Thomas Jefferson University website: www.jefferson.edu/handbook

Thomas Jefferson University is accredited by The Middle States Commission on Higher Education. The Master of Public Health (MPH) Program is accredited by the Council on Education for Public Health (CEPH). The Healthcare Quality and Safety program is certified by the Commission on the Accreditation of Healthcare Management Education (CAHME) and the Master of Science in Population Health program was granted candidacy. JCPH will continue the process for accreditation.

Please direct any suggestions for changes to this document to Lisa Chosed, Director of the Office of Academic Affairs, 901 Walnut Street, 10th Floor, Philadelphia, PA 19107, Lisa.Chosed@Jefferson.edu, (215) 503-6125.

Photo Credit: Thomas Jefferson by artist Lloyd Lillie, photo taken by Ed Cunicelli, 2006

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A MESSAGE FROM THE DEAN

Dear JCPH Students,

Welcome to the College of Population Health!

As the first College of Population Health in the country, our mission is to help prepare leaders for the dramatic changes occurring in our nation's public health and healthcare systems. These systems are going through a radical transformation and we are excited to be doing our part to prepare the leaders of today—and tomorrow!

At JCPH, you will explore the policies and forces that define the health and well-being of populations. Through your studies, you will develop the knowledge and skills necessary to examine the social determinants of health and to evaluate, develop, and implement health policies and systems that will improve the health of populations.

The faculty and staff at JCPH are committed to providing guidance and support, not only as you progress through the program, but beyond, as well. If you have questions about the policies described in this *Handbook*, please reach out to the Director of the Office of Academic Affairs.

Warm regards,

Billy Oglesby, PhD, MBA, MSPH, FACHE
Humana Dean
Jefferson College of Population Health

JEFFERSON COLLEGE OF POPULATION HEALTH

History

Recognizing the importance of health policy to the education of medical professionals, the Jefferson Medical College (now Sidney Kimmel Medical College) established the Office of Health Policy and Clinical Outcomes in 1990. As part of a long-term strategy to prepare healthcare providers for the challenges of a dynamic healthcare environment, the Office of Health Policy and Clinical Outcomes sought to conduct research and educate healthcare providers, policy makers, payers, and consumers. In 2003, the Office was given departmental status within the Jefferson Medical College.

The increasing complexity of healthcare and its importance to the national economy established the need and demand for professionals and researchers well-versed and prepared to assume leadership roles. In addition, the complexity and scope of the industry required that research and education be addressed comprehensively and holistically from the perspective of population health: health outcomes and their distribution within the population, the determinants that influence this distribution, and the policies and interventions that affect these determinants. As a result, the University identified health policy and population health as crucial to the mission and vision of the institution as it moved forward in the 21st century.

In July 2008, the Board of Trustees designated the Department of Health Policy as the core of a new University division, the [Jefferson College of Population Health \(JCPH\)](#). In addition, the University's Master of Public Health (MPH) degree program, established in 2003 and administered through the College of Graduate Studies, was relocated to the new College. With this restructuring, JCPH became one of six Colleges at Thomas Jefferson University (TJU) and the first college of its kind in the country!

In 2017, Thomas Jefferson University merged with Philadelphia University and the Jefferson College of Population Health became one of ten colleges in a larger and more comprehensive university.

Mission

JCPH is dedicated to exploring the policies and forces that define the health and well-being of populations. Its mission is to prepare leaders with global vision to examine the social determinants of health and to evaluate, develop, and implement health policies and systems that will improve the health of populations.

JCPH does this by providing exemplary graduate academic programs in population health, public health, health data science, health policy, healthcare quality and safety, applied health economics and outcomes research, and operational excellence. Its educational offerings are enhanced by research, publications, continuing education, and professional development offerings in these areas.

Population Health Defined

Population health seeks to create conditions that promote health, prevent disease and adverse events, and improve outcomes.¹ Population health builds on public health foundations by:

- Connecting prevention, wellness, and behavioral health science with healthcare delivery, quality and safety, disease prevention/management, and economic issues of value and risk—all in the service of a specific population, be it a city, provider’s practice, employee group, hospital’s primary service area, or age group.
- Identifying socio-economic and cultural factors that determine the health of populations and developing policies that address the impact of these determinants.
- Applying epidemiology and biostatistics in new ways to model disease states, map their incidence, and predict their impact.
- Using data analysis to design social and community interventions and new models of healthcare delivery that stress care coordination and ease of accessibility.

Population health, in the broadest sense, addresses the large-scale social, economic, and environmental issues that impact health outcomes of groups of people. Population health can also be defined more narrowly as specific interventions to address the health needs of attributed and discretely defined subpopulations. This latter definition is generally referred to as population health management, as the populations are usually under the care of a health system or provider or have an identifiable disease state.¹

When applied to healthcare delivery, population health differs from conventional healthcare by emphasizing value rather than volume of services rendered.

	CONVENTIONAL HEALTHCARE	POPULATION HEALTH
Purpose	<ul style="list-style-type: none"> • Cure disease 	<ul style="list-style-type: none"> • Prevent disease • Keep people healthy & well
Values	<ul style="list-style-type: none"> • Diagnosis, treatment, & cure • Physician’s expertise • Unlimited access to healthcare* *if you can afford it 	<ul style="list-style-type: none"> • Prevent disease • Emphasis on wellness • Timely, high-quality, cost-effective care • Agency & self-efficacy • Coordinated care/medical home • Address healthcare inequities and the social determinants of health
Methods	<ul style="list-style-type: none"> • Diagnosis & treatment • Fee-for-service 	<ul style="list-style-type: none"> • Personalized wellness plans • Community engagement & prevention • Global payments • Shared health information

¹ Harris, D., Puskarz, K., & Golab, C. (2016). Population Health: Curriculum Framework for an Emerging Discipline. *Population health management*, 19(1), 39-45.

	CONVENTIONAL HEALTHCARE	POPULATION HEALTH
Constraints	<ul style="list-style-type: none"> • Cost • Continuity of care • Lack of access • Administrative burdens • Limited patient contact 	<ul style="list-style-type: none"> • Implementation cost • Politics
Opportunities	<ul style="list-style-type: none"> • Greater autonomy 	<ul style="list-style-type: none"> • Cost-effectiveness • Evidence-based/personalized medicine • Increased quality/error reduction
Assumptions	<ul style="list-style-type: none"> • System “rescues” patients • Doctor is center of authority 	<ul style="list-style-type: none"> • Patient responsible for health/wellness • Doctor is center of care team

As leaders in population health education, we have identified six domains—three knowledge-based and three skills-based—that define our curriculum framework:

Knowledge-Based Domains

- **Health Systems:** Addressing the structure, stakeholders, and processes of local, state, and national health systems
- **Legal, Regulatory, and Administrative:** Incorporating local, state, and federal laws; agency and regulatory body regulations; and ethical standards
- **Social/Behavioral/Environmental:** Addressing the factors outside of medical care that influence health outcomes

Skills-Based Domains

- **Analytics:** Incorporating epidemiological and outcomes research, sources of data, and statistical analyses
- **Process and Design:** Addressing the underlying skills necessary to complete many of the topics seen in the other domains, including the skills required to plan, build, and maintain an organization or intervention
- **Interpersonal:** Incorporating skills and techniques for greater communication and collaboration between various parties¹

Academic Leadership

NAME	TITLE
Billy Oglesby, PhD, MBA, MSPH, FACHE	Humana Dean

Contact Information

Office Address	901 Walnut Street, 10 th Floor, Philadelphia, PA 19107
Office Phone (Main)	(215) 503-0174
Office Fax	(215) 923-7583
Office Hours	Monday through Friday, 8 am to 5 pm
Website	Jefferson.edu/Population Health

Program Directors

NAME	PROGRAM
Vittorio Maio, PharmD, MS, MSPH	Applied Health Economics and Outcomes Research
Alexis Skoufalos, EdD	Doctor of Health Science in Population Health
Richard Hass, PhD	Health Data Science
Rosie Frasso, PhD, MSc, MSc, CPH	Health Policy
Mary Reich Cooper, MD, JD	Healthcare Quality & Safety; Operational Excellence
TBA	Population Health
Richard Hass, PhD	Population Health Science (PhD Program)
Rosie Frasso, PhD, MSc, MSc, CPH	Public Health

Office of Academic Affairs

NAME	TITLE
Jeanne M. Felter, PhD, LPC	Associate Dean for Academic Affairs
Lisa Chosed, MA	Director, Office of Academic Affairs
Mariah Carpenter	Administrative Coordinator, Office of Academic Affairs
April Smith	Admissions & Recruitment Manager
Kerry-Ann Wong Jacobs	Administrative Assistant, Office of Academic Affairs

REQUIRED CANVAS ONBOARDING & WELCOME/ORIENTATION

All students who take a course in the Jefferson College of Population Health (JCPH) will need to complete our [required Canvas Onboarding](#) located in our course management system, called [Canvas](#). Newly matriculated students are required to complete a virtual University-wide Orientation (in-person option available). Completion of both University and College onboarding modules is required before attending class for the first time.

In addition, there is a required virtual JCPH Welcome Event which introduces students to key College administrators, campus services, and a review of College requirements and expectations. A program-specific Orientation is required for some programs.

ACADEMIC CALENDARS

Online, onsite, and hybrid programs at JCPH have separate [Academic Calendars](#). The most up-to-date calendars are available online on our [Student Resources](#) page.

GENERAL POLICIES AND PROCEDURES

To learn more about University-level policies and procedures, visit: www.jefferson.edu/handbook.

Some topics include, but are not limited to:

- Academic Integrity
- Address or Name Changes
- Grade Appeal
- Health & Safety
- Inclement Weather
- Leave of Absence – Medical
- Rights & Responsibilities
- Student Religious Observance Policy
- Tuition Policy
- AI – Artificial Intelligence

Banner Web

Jefferson's student information system is Banner Web. Students can access course schedules, unofficial transcripts, tuition information, final grades, and much more. To access Banner Web, go to <https://banner.jefferson.edu> and select "BannerWeb Login."

Canvas

Canvas is Jefferson's course management system and houses course-related materials – syllabi, course announcements, and course calendars. Access to Canvas is provided when a student enrolls and registers for a course. Once enrolled, log in to Canvas (<https://canvas.jefferson.edu>) with your Campus Key and password. If you need help with Canvas, visit the Help section of the Canvas website.

Students are expected to complete the JCPH Canvas Onboarding located in Canvas prior to starting their first course. The required training will orient students to use of Canvas in courses. Online, onsite, and hybrid courses utilize Canvas.

Campus Key

The Jefferson Campus Key is your universal login credential and personal identifier that permits access to information resources on campus. Your Campus Key and password are used to authenticate and access Jefferson computing resources including Canvas, JeffMail, Banner, University Library, campus wireless networking, computer labs, and IT support services.

Please note that if you forget your campus key or the password after you reset it, you should contact the IS&T Solution Center at 215-955-7975 for assistance.

Course Descriptions

[Descriptions of JCPH courses](#) are available online on our [Student Resources](#) page.

Diversity Statement

To view the University-level Diversity Statement, visit www.jefferson.edu/handbook.

JCPH's Diversity, Equity, and Inclusion Committee serves the College in both educational and advisory capacities. The Committee members may bring recommendations pertaining to policies, and other matters of general concern, to the Dean in order to promote and incorporate the principles of diversity and inclusion.

Identification Cards

Students obtain their Photo Identification Cards at the Photo ID Center and must wear them prominently whenever on campus (i.e. in any Jefferson facility) or when conducting Jefferson business. Visit the [University Handbook](#) for more details.

Illness & Injury Policy

In the event of a change in health status, extended illness, or serious injury that causes the student to miss academic activities, the Director of the Office of Academic Affairs and/or the Program Director reserves the right to require documentation of clearance through the Jefferson Occupational Health Network for employees & students (JOHN).

If a faculty member believes that a physical or mental health concern may be impairing a student's ability to safely and effectively learn and/or execute their responsibilities, the student will be referred to JOHN for an evaluation. Though the student's right to privacy is recognized and respected, it is important that optimal support is provided to the student and that client and patient safety is protected.

If a student is referred to JOHN, that student **MUST** report for an evaluation before returning to the courses or C-APE site. Students who fail to report may not return to class. Students may be required to present information from the treating provider to assist in the evaluation of their readiness to return to a course or field placement. Clearance will be communicated from JOHN to the Director, Academic Affairs, prior to the student returning to the classroom or C-APE setting. When the student has been cleared to return, they should work with the faculty of their enrolled courses to develop a plan for making up missed coursework.

As per the University Drug and Alcohol Policy, controlled substances legally prescribed by a licensed medical provider, as well as other medications, can influence performance and behavior. In these cases, the student may be referred to JOHN for assessment. If a change in health status requires accommodations, the student should contact the Office of Accessibility Services.

JCPH Student Community

Located in Canvas, the [JCPH Student Community](#) is a hub for important links, opportunities, calendars, doctoral student collaboration groups, and Online MS Capstone submission dropboxes.

JeffMail (Email)

Jefferson student e-mail addresses are easy to remember and are typically represented as **firstname.lastname@students.jefferson.edu**. This is your official University e-mail address to be used as the formal method of electronic communication and correspondence between students, faculty, and staff. The email system can be accessed using a web browser from any internet or campus-connected computer by navigating to <https://jeffmail.jefferson.edu> and logging-in with your campuskey@students.jefferson.edu and password. Students are responsible for regularly checking their student Jefferson email. Jefferson employees who may have another Jefferson email account, are required to use their student Jefferson email as their primary student address. Students can forward email to other accounts for convenience. **Faculty and staff will not contact students via personal or other Jefferson email accounts, nor will they respond to them.** Visit [Office 365 for Students](#) for more information.

Posters, Presentations, and Manuscripts

Students submitting posters, presentations, or abstracts to conferences, seminars, or workshops must identify themselves as a JCPH student and the poster or presentation should have the Jefferson logo on it. Students are required to use approved Jefferson [poster and presentation templates](#). All posters and presentations must adhere to Jefferson Brand Guidelines (www.jefferson.edu/handbook).

Students submitting manuscripts for publication must use JCPH as their author affiliation. If the manuscript contains work completed as part of their degree program, students are encouraged to include a Jefferson faculty member as an author, if appropriate.

Students may be eligible for reimbursement of printing costs and travel (see [Student Poster and Travel Support](#)).

Software and Hardware Requirements

All students are required to have access to a computer with:

- Internet access
- Word processing software (e.g., Microsoft Word, Apple Pages, Google Docs)

- Spreadsheet software (e.g., Microsoft Excel, Apple Numbers, Google Sheets)
- Presentation software (e.g., Microsoft PowerPoint, Apple Keynote, Prezi)
- Some courses may require additional software—consult instructor or Program Director for more information

For technical assistance for software or hardware issues, please contact [Information Services & Technology \(IS&T\)](#). For Canvas support, contact [Educational Technologies Support](#).

Student Poster and Travel Support

JCPH provides poster and travel support to eligible students and alumni to help defray costs associated with their attendance at professional conferences. Priority is given to students and alumni delivering a peer-reviewed podium or poster presentation at a regional, national, or other major meeting related to their degree program. Requests for other reasons will also be considered.

To be eligible for support, students must be in good academic standing. Alumni must be presenting at/attending a conference/meeting within 12 months of graduation. Awards are capped at \$500 per student, per year. An additional \$100 per poster printing is available for up to three posters per year.

Students should be aware of the following conditions:

- Awards for travel expenses are not made on a retroactive basis (i.e., for conferences/meetings attended prior to the date of request).
- Preference is given to applicants who have not been previously funded.
- Requests for travel support should be made at least 30 days prior to the event to guarantee consideration of review. Students will hear back within 2 weeks of submitting a request.
- Applicants should complete a *Student Poster and Travel Support Request* form, located under Handbooks & Forms on the [Student Resources](#) page, with required documentation and submit it to the Director, Academic Affairs. Pre-approval is available, but reimbursement processing is pending receipts.
- All awards are subject to availability of funding.
- All posters and presentations must use the Jefferson templates (see [Posters, Presentations and Manuscripts](#)).

Student Resources

The University and JCPH offer a variety of services to students:

- The [Career Development Center](#) offers help with all aspects of the job search from developing resumes, CVs, and cover letters, to strengthening interviewing skills, designing effective job search strategies, and evaluating and negotiating job offers. The Center does this via individual appointments, class outreach, on-campus career fairs,

networking events, and much more.

- The [Student Writing Center](#) offers one-on-one writing consultations with a professional writing consultant to help students plan, create, and strengthen writing. Both online and on-campus consultations are available.
- The University has several libraries available to students. Information regarding each library can be found [here](#).
- JCPH's own [Student Resources](#) website contains valuable information for current students such as academic calendars, course descriptions, recommended course pathways, course schedules, handbooks and forms, and much more.
- Jefferson's [Student Counseling Center](#) is a great resource to connect to for maintaining healthy emotional well-being.

ACADEMIC POLICIES AND PROCEDURES

Enrollment Information

Non-Matriculated Student Status

Registration

Registering to take a course as a non-matriculated student for the first time through JCPH requires an [online application](#) process. Consult JCPH's Admission & Recruitment Manager for further requirements.

Courses

JCPH designates certain courses within its curricula that may be taken by non-matriculated students and reserves the right to edit this listing as circumstances may require. These courses are available to non-matriculated students only if space permits and if the student has met all prerequisites (i.e., additional course; online trainings; healthcare experience; statistics competency) established for that course.

Taking courses as a non-matriculated student does not guarantee admission into a JCPH Advanced Practice Certificate (APC), graduate certificate, master's, or doctoral degree programs, nor does it exempt the student from JCPH program matriculation requirements (e.g., GRE/equivalency requirement cannot be waived using credits earned as a non-matriculated student). Students need the approval of the Admissions and Recruitment Manager to register for courses.

Students must earn a grade of B- or higher in the initial course taken as a non-matriculated student in order to qualify to take additional course(s) as a non-matriculated student. Non-matriculated students are permitted to earn a maximum of 9 credits, however, students wishing to take more than 6 credits must meet one of the following two conditions:

- Formally apply to a program and submit all required documentation (transcripts, letters of recommendation, GRE scores, if applicable) prior to enrollment in a 3rd course taken as a non-matriculated student; or
- Show evidence to the satisfaction of the Admissions and Recruitment Manager that they have no intention of matriculating into a JCPH program because they are taking JCPH courses for personal development or professional enhancement.

International Students

Students in onsite programs who are not United States citizens or permanent residents are responsible for contacting the [Office of International Affairs \(OIA\)](#) immediately upon notification of admission to JCPH or upon any change in student status. OIA assists students in obtaining the necessary forms from the U.S. Department of State to request a visa or from the United States Citizen and Immigration Service to maintain legal student status if transferring from another institution. Please note that each student has the sole responsibility for ensuring that their immigration status complies with all applicable laws and regulations.

Deferred Admission

Students who are accepted into a JCPH program may apply for deferral for a maximum of one academic year. If a student does not enroll in courses after the deferral period, they will need to reapply to the program. To request a deferred admission, the student needs to send a written request to the Admissions and Recruitment Manager and complete the appropriate form.

Registration

To register for a course, students must enroll through the online [Banner](#) system during the stated online registration period. Students should be mindful of deadlines posted in the [Academic Calendar](#). After the registration period has ended, students wishing to register for a course must talk with their Program Director.

Courses

Courses offered by JCPH are listed in the [JCPH course descriptions](#). Each College program requires completion of specific courses, including courses designated as electives for that program. The College reserves the right to limit the number of students in a course. Each course is identified by a six character “designator.” The first three letters are called the course subject, followed by a 3-digit number.

Course subjects include:

AHE – Applied Health Economics & Outcomes Research
 DHS – Doctor of Health Science in Population Health
 HDS – Health Data Science
 HPL – Health Policy
 HQS – Healthcare Quality & Safety
 OPX – Operational Excellence

PBH – Public Health
PHS – Population Health Science
POP – Population Health

Students should refer to the course schedule which is issued at the beginning of each trimester and identifies active courses for each trimester and term. Yearly course schedules outline when courses are tentatively expected to run in a given year. These are available on the [Student Resources](#) site under Course Schedules.

One credit represents a minimum of 14 classroom contact hours per term/trimester or its equivalent as adapted for online course delivery. A three-credit course totals 42 instructional hours.

Continuous Enrollment

A student matriculated in an Advanced Practice Certificate (APC), graduate certificate, master's, or doctoral degree program in the College must maintain continuous enrollment each trimester until completion of the program. Students who do not complete at least one course during an academic year may be at risk of administrative withdrawal. During times of temporary and extended personal circumstances, students may also request a leave of absence (see [Leave of Absence](#)). Students who are administratively withdrawn due to inactivity have the opportunity to seek reinstatement (see [Reinstatement](#)).

Students actively working on Capstone or Dissertation should present/defend within three trimesters, including the one in which they registered for the Capstone or Dissertation Defense (see Capstone Guidelines located under Handbooks & Forms on the [Student Resources](#) page for more information).

Foreign national students who hold an F-1 visa are required to be continuously enrolled in order to maintain lawful immigration status in the United States. For more information, students should contact the [Office of International Affairs \(OIA\)](#) (see [International Students](#)).

Adding and Dropping Courses

Students can revise their course schedules during the Add/Drop period using Banner or in consultation with their Program Director (see [Academic Calendar](#) for deadlines). Students who wish to withdraw from a course after the Add/Drop period are subject to Course Withdrawal policy (See [Course Withdrawal](#)).

Students, in consultation with their Program Director, are responsible for making certain that any changes in their schedules will fulfill requirements for their degree. Students receiving financial aid should also consult with the [Financial Aid Office](#) regarding the effect that changing their academic schedules may have on their eligibility for aid.

Students who stop attending or participating in courses without going through the official drop or withdrawal process will be responsible for the full payment of tuition and may receive a failing grade for the course. Verbal or written (email) notification to the course instructor, an

administrator, or the University Office of the Registrar does not constitute an official course drop or withdrawal. Similarly, students enrolled in hybrid or onsite programs who attend classes without properly registering or adding a course will not receive credits for the course. The addition of a student's name to the class list by an instructor does not constitute course enrollment.

Auditing

A student may request to audit a course by filling in the *Request to Audit a Course* form after obtaining permission from the Director, Academic Affairs. The student must register for the course during the registration period and pay all standard tuition and fees. The registration for any course may not be changed from audit to credit or vice versa after the Drop/Add period. Auditing is only available to non-matriculated students and is only approved in extenuating circumstances.

Course Withdrawal

A student may withdraw from a course after the "Last Day to Drop Without a 'W' Grade" as indicated on the Academic Calendar. When a student withdraws from a course after that date, a "W" will appear on the transcript for that course which may affect the student's academic progress. The credits accrued will be calculated in the term and cumulative GPAs, but the grade quality points will be excluded. Students cannot withdraw from a course after the end date of the course.

If a student fails to officially withdraw from a course, the student will earn a grade in the course based on work submitted and participation. Verbal notification to the course instructor does not constitute an official course withdrawal. Approved, official university documentation must be completed.

Tuition Refund Policy

See the University policy on [Tuition Refunds](#).

Academic Standing

Satisfactory Academic Standing

To remain in good academic standing, students enrolled in an Advanced Practice Certificate (APC), graduate certificate, master's degree, or doctoral program, including dual degrees, must:

- Maintain a minimum cumulative GPA of 3.0 (3.3 in doctoral programs); and
- Earn a minimum grade of B- in all courses that count toward degree requirements. Courses with grades below B- must be repeated, if required.

Failure to adhere to the above-described policy may result in one or more of the following: repeating a course, academic probation, or dismissal from the program.

The University Office of Financial Aid has a policy on [satisfactory academic progress](#) for those students who receive payment from any Title IV Financial Aid Program.

Failure to Complete a Course

Under extenuating circumstances (e.g., documented serious illness), a student who has not completed all requirements of a course may request a grade of I (Incomplete). The student and faculty member, in consultation with the student's Program Director, must complete an *Incomplete Grade Agreement* and submit the completed form to the Director, Academic Affairs, before the last day of the course. The student will be allowed to complete and submit remaining coursework within six weeks of the end date of the course. At the time of the deadline listed on the agreement, the final grade will be calculated based on the assignments submitted. For a deadline beyond the six-week timeline, Associate Dean, Academic Affairs, approval is needed.

If a student does not register for one or more courses in their first trimester, and/or they do not successfully complete (earn a B- or higher) the course(s) in their first trimester, the student is at risk of dismissal from the program.

Repeating a Course

A course may be repeated only once. To repeat a course, the student must obtain approval prior to registration from their Program Director, in consultation with the Director, Academic Affairs. Students can only retake a maximum of two courses during their time in a program. If a student earns a grade in a course that requires retaking a third time, or a third course, they may be dismissed from the program. Failure to receive a grade of B-, or higher, in the retaken course(s) may result in dismissal from the program.

Whenever a course is repeated, the latter grade replaces the previous grade in computing the GPA and in assignment of academic credit. Both grades, however, remain a part of the student's permanent academic record. The credits accrued for both courses are still calculated in cumulative GPA.

Academic Probation and Dismissal

Students who do not maintain the required minimum cumulative GPA (see [Satisfactory Academic Standing](#)) or earn a grade lower than B- in a course, are placed on academic probation for one trimester (or the period outlined in the notification of Academic Probation).

At the end of a probationary period:

- The student is reinstated in good standing if the student achieves the required minimum cumulative GPA and/or grade; or
- The student may be dismissed from the program if the student fails to achieve the minimum GPA and/or grade by the end of the probationary period.

In extraordinary cases, where the student has made significant progress toward achieving the minimum GPA or grade, the Director, Academic Affairs, may recommend to the Associate

Dean, Academic Affairs, that one additional probationary trimester be allowed. If, at the conclusion of the extended probationary trimester, the cumulative GPA and/or grade is still below the required minimum, the student may be dismissed from the program.

Course Policies

Attendance Regulations

Attendance is expected in all courses for which a student is registered. The instructor determines attendance requirements for each course. These requirements will be clearly described in the course syllabus. Specific university holds, such as an outstanding tuition balance hold, may cause a loss of access to courses and students are not permitted to attend in-person courses. This may result in a failing grade. Students are responsible for ensuring all university requirements are resolved in order to prevent holds.

Changes to Posted Syllabus

The College reserves the right to modify the syllabus and class activities or requirements. Such modifications can include, but are not limited to, substitutions of certain journal articles or other periodical resources for others, changes to the details of assignments, rearrangement of group activities, or modification of class participation requirements. Students who have any concerns about these changes should direct them first to the instructor and then to the Program Director, if these concerns are not satisfactorily resolved.

Course Evaluations

JCPH relies upon student input in guiding the revision of course content and the instructional approach. Therefore, course evaluations are required.

Writing Style

JCPH requires APA writing style, 7th edition or later, for scholarly and academic work unless otherwise specified.

Capstone

All master's students at JCPH are required to complete a Capstone. Requirements vary by program. Students must adhere to the Capstone Guidelines, **located under Handbooks & Forms on the [Student Resources](#) page.**

Grading

You can view the full University grading policy in the [University Handbook](#).

Grading Scale

JCPH uses the following grading scale in all graded courses unless otherwise specified; rounding is permitted with partial numbers 0.5 and higher rounded up to the next whole number and partial numbers of 0.4 and lower rounded down to the previous whole number:

A+ 98-100	B+ 87-89	C+ 77-79	D+ 67-69	F Below 60
A 93-97	B 83-86	C 73-76	D 63-66	
A- 90-92	B- 80-82	C- 70-72	D- 60-62	

Grading System

At the close of an academic term or trimester, each instructor assigns a letter grade indicating the quality of a student’s work in the course. The final course grade is posted in Banner by the date indicated in the [Academic Calendar](#).

The following is a description of the grading system used in the College, including the quality points assigned for the use in the calculation of the GPA.

Grade Quality Points

A+ 4.0	C 2.0
A 4.0	C- 1.7
A- 3.7	D+ 1.3
B+ 3.3	D 1.0
B 3.0	D- 0.7
B- 2.7	F 0.0
C+ 2.3	W 0.0

Grade Quality Points Not Calculated in the Grade Point Average (GPA)

In some cases, course credits are still calculated in the term and cumulative GPA, but quality points are not. Please refer to your Program Director.

GRADE	DESCRIPTION
AU <i>Audit</i>	Permission required; no credit awarded.
I <i>Incomplete</i>	See Failure to Complete a Course policy .
IP <i>In Progress</i>	Assigned when coursework is scheduled on a continuous basis over more than one academic trimester, such as for Capstones and Dissertations. The final course grade and credit are awarded in the trimester of completion.
P <i>Pass</i>	Satisfactory completion of a course graded on a Pass/Fail basis.
T <i>Transfer Credit</i>	Transfer credit has been awarded.
W <i>Withdrawal</i>	Given when a student withdraws from a course after the Drop deadline.

Grade Point Average

GPA is computed in the following manner:

1. Multiply the number of Quality Points for each grade by the number of credits assigned to each course attempted.
2. Divide the sum of these products by the total number of credits attempted.

The cumulative GPA is based on the grades earned in all courses taken in JCPH except for the following circumstances:

1. Repeated courses: With the approval of the Director, Academic Affairs, a student may repeat a course and have the initial quality points excluded from the GPA. The original course grade remains on the transcript and credits are still calculated in the cumulative GPA.
2. Admission to a second program: A graduate of one program of the College who is admitted to a second program has a cumulative GPA for the second program computed only on with the grades earned in courses taken after the completion of the first program.

Grades are part of the student's permanent record. Once submitted and entered on the student's transcript, no changes will be made to this record, with the exception of entering the final grade to replace an "I," "IP," or correcting an inappropriate grade (see [Change of Grade and Grade Appeal](#)).

Course Waivers & Substitutions

As a result of various MOUs and institutional agreements, certain courses can be waived if they meet specific requirements. For up-to-date information on pre-existing course waiver opportunities, please see required curriculum for a specific program on our [Degree Programs](#) site. Students must submit waiver requests upon admission—they are not automatically applied.

Course substitutions (replacing one requirement with another) may be made due to varying circumstances and will be approved by the Program Director in consultation with the Director, Academic Affairs.

Limits apply to waivers and substitutions. The maximum number of credit hours that can be waived or replaced are as followed:

- Advanced Practice Certificate (APC): 3 credit hours
- Graduate Certificates: 6 credit hours
- Master's Degrees: 9 credit hours
- Doctoral Degree: 12 credit hours

These limits apply when combining waivers, substitutions, and internal and external transfers.

Internal Transfer of Credits

Internal transfers are courses taken within JCPH which students request to apply to a different program within JCPH. Students may internally transfer credit hours from one degree program to another with the following limitations:

- Advanced Practice Certificate (APC): 3 credit hours
- Graduate Certificates: 6 credit hours
- Master's Degrees: 9 credit hours
- Doctoral Degree: 12 credit hours

There is an exception when a student is moving from a certificate to a master's in the same degree program such as the Healthcare Quality & Safety certificate to the Master of Science in Healthcare Quality & Safety (or vice versa). Certain courses cannot be transferred and will need to be retaken, such as Capstone (see [Ineligible Courses](#)). Internal transfers must not be older than five years for certificate and master's programs, and nine years for doctoral programs. Program Directors may consider exceptions upon request. These limits apply when combining waivers, substitutions, and internal and external transfers.

External Transfer of Credits

Students in JCPH's academic programs may request to transfer in courses completed at other academic institutions to satisfy academic program requirements.

Time of Request

Students may request to transfer in courses at any time but are encouraged to do so at the time of admission. Preliminary determinations regarding course transferability may be done at the time of application, but the actual approval and transfer will not be initiated until the student is accepted into a degree program. The process can take up to several weeks to render a decision.

Limits

The maximum number of credit hours that can be transferred in from external institutions are as followed:

- Advanced Practice Certificate (APC): 3 credit hours
- Graduate Certificates: 6 credit hours
- Master's Degrees: 9 credit hours
- Doctoral Degree: 12 credit hours

Students who matriculate from an APC to a graduate certificate, from a graduate certificate to a master's degree, or from a master's degree to a doctoral degree are limited to the total number of allowable transfer credits of the highest degree sought. These limits apply when combining waivers, substitutions, and internal and external transfers. Academic Affiliation Agreements may contain additional requirements on the transfer of courses.

Requirements

The courses requested to be transferred in must comply with the following requirements:

1. The transferred course must have at least an 80% overlap with a required course. The syllabi for the transferred course and the required course will be reviewed by the JCPH instructor who teaches the required course, or the Program Director, to determine if there is sufficient overlap between the two courses. The overlap must include the same number of credit hours and similar learning objectives, assessments, and readings.
2. The transferred course can satisfy elective requirements if the transferred course fits within the academic program. The syllabus for the transferred course will be reviewed by

the Program Director to determine if the content of the transferred course is consistent with the academic program.

3. The student must have received a grade of B or higher on the transferred course. After the course is transferred in, the grade will not affect the GPA calculation. Pass/fail and audited courses will not be accepted for transfer.
4. The transferred course must have been taken at a US-based institution of higher education that is accredited by an agency recognized by the U.S. Department of Education, or an international course from a university evaluated by a vetted evaluation company. If the transferred course was taken in a college/school or degree program that has additional specialized accreditation available (i.e., CEPH, AACSB, CSWE, etc.), then the college/school or degree program must also have obtained the additional specialized accreditation.
5. The transferred course must not be older than five years at the time the request is made, nine for doctoral programs. Program Directors may consider exceptions upon request.
6. The transferred course must have been taken at the graduate level (as defined by the prior institution).
7. Practical experience alone cannot be transferred in for a course equivalent.

Ineligible Courses

There are several courses and degree requirements that must be completed at JCPH in order to satisfy academic program requirements. Consequently, students cannot request to transfer in courses from other universities to satisfy these program requirements:

- AHE 501: Economics of Health Insurance (ineligible for PhD student only)
- AHE 510: Advanced Research Methods for Applied Observational Studies
- AHE 508: International Health Technology Assessment: Evaluations & Evidence Generation/Synthesis
- HDS 518: Data Science I
- HDS 519: Data Science II
- PBH 502: Society, Behavior, & the Environment (ineligible for PhD students only)
- PHS 602: Bioethics
- PHS 615: Advanced Statistics for Population Health Science: Multi-Level Modeling
- PHS 620: Teaching & Learning Seminar
- PHS 650: Evaluative & Outcomes Research & Design
- PHS 660: Mentored Research Experience
- PHS 700: Integrative Research Seminar
- POP 560: Population Health Strategy & Management Applications I
- POP 561: Population Health Strategy & Management Applications II
- Clerkship, Capstone,* or Internship
- PHS 800-level courses, e.g. PHS 800, PHS 801, PHS 805, PHS 807, PHS 810, PHS 811

- DHS 706 Academic & Professional Writing
- DHSc Residency courses, e.g. DHS 750, DHS 751, DHS 752, DHS 753, DHS 754, DHS 755
- DHSc Dissertation courses, e.g. DHS 800, DHS 801, DHS 802

*Exceptions for some dual degree programs depending on articulation agreements.

Articulation & Affiliation Agreements

Students who enter JCPH academic programs under articulation and/or affiliation agreements with other universities, professional societies, or other organizations may be able to transfer in additional courses to satisfy academic program requirements.

Process

Students wishing to transfer external courses must complete the *Transfer of Credit* form, located under Handbooks & Forms on the [Student Resources](#) page, and submit it to their Program Director. Syllabi and unofficial transcripts for the courses to be transferred should be attached to the request.

When credits are transferred, the course is revalidated. The date that is recorded on the transcript is the trimester in which the transfer request was approved. For more information on revalidation of courses, see [Revalidation](#).

When necessary, credits from the other institution will be converted to credit equivalents of JCPH.

Appeal

Students who wish to appeal any decision regarding the transfer of credit(s) under this policy may do so in writing to the Associate Dean, Academic Affairs, within 10 business days of receipt of the decision. The written appeal must cite specific matters of fact and/or process stated in this policy that were ignored during the review and provide a recommendation for resolution.

Revalidation

In preparation for graduation, students must ensure that their courses are not older than seven years (APC, graduate certificate, and master's) or nine years (doctoral). Students may request revalidation of JCPH graduate courses by submitting the *Request for Course Revalidation* form, located under Handbooks & Forms on the [Student Resources](#) page, and revalidation fee to the Director, Academic Affairs. The Director, Academic Affairs, in consult with the Program Director, will determine whether a course is appropriate for revalidation.

Transcripts

Unofficial transcripts can be printed from [Banner](#).

Official transcripts are available through the [University Office of the Registrar](#).

Change of Student Status

Any change in enrollment status requires students to consult their Program Director. The Program Director will then instruct students on how to complete a *Change of Student Status* from the University Office of the Registrar. This should be completed if a student wishes to:

- Take a leave of absence (e.g., medical, personal)
- Return from a leave of absence
- Change program, track, concentration, or specialization
- Withdraw from a program

Leave of Absence

Students are required to maintain

[Continuous](#) Enrollment in order to complete degree requirements on time and to ensure that the courses are current at the time of graduation. However, students may need to request a leave of absence due to medical, financial, family, workplace, or other personal reasons and should communicate this to their Program Director.

Leave of Absence (all but medical leave of absence)

Students should inform their Program Director if they do not expect to take a course in a given trimester, but if a student expects to be absent (not registered for courses) for three consecutive trimesters, or one year, a leave of absence request is required. A student is permitted one leave of absence during their time as a student and must consider the [Time-to-Degree](#) policy. If a student does not register for a course after a leave of absence, or after one year, they may be withdrawn from the program. These students will have the opportunity to seek reinstatement (see [Reinstatement](#) process). Extenuating circumstances for an extended leave of absence will be considered in consultation with your Program Director.

Requesting a Leave of Absence (all but medical leave of absence)

Students wishing to request a leave of absence must do so using the [online Change of Status](#). The online form must be completed by the student. The Registrar's Office will seek approval from the student's Program Director. A copy will be retained in the student's academic file.

Returning from a Leave of Absence (all but medical leave of absence)

At the conclusion of the leave of absence, students must complete the [online Change of Status](#) to return from their leave of absence and then it will be possible to register for courses again. The online form must be completed by the student. The Registrar's Office will seek approval from the student's academic Program Director. A copy will be retained in the student's academic file. Students should contact their Program Director at least one month prior to the term or trimester in which they wish to return in order to ensure a timely return and discuss progress.

Medical Leave of Absence

The University has a medical leave of absence policy which includes a process to be cleared by Student Health (JOHN) to return to courses. Please view the details in the [University Handbook](#).

Transfer from One Program to Another

Students wishing to transfer from one program to another must:

- Meet the admissions criteria of the new program;
- Receive approval from both Program Directors; and
- Submit a *Change of Student Status* form with the request.

Students wishing to transfer from a certificate program to the master's within the same program, or vice versa, can do so by submitting the *Change of Student Status* form. Students requesting to switch from one certificate or master's to another in a different program, such as certificate in Population Health to the MS in Healthcare Quality & Safety, will follow the *Transfer from One Program to Another* directions above. If a student wants to complete a program, such as a certificate, before transferring, they will need to apply to the other program. However, an expedited process is possible and a student should consult their Program Director and the Admissions & Recruitment Manager for more information.

If a student would like to complete two separate master's degrees, they must complete one and apply to the other. See [Internal Transfer of Credits](#) for policy on overlapping courses.

If a student has met the requirements for an Advanced Practice Certificate (APC) or graduate certificate while matriculated in a master's degree program, and would like to earn the corresponding certificate, they should consult their Program Director.

If receiving financial aid, it is the responsibility of the student to inform the Office of Financial Aid of any change in program matriculation.

Withdrawal from the Program

A student may voluntarily withdraw from a program, but a withdrawal will not be granted to students with outstanding financial obligations to the University.

Reinstatement

Students may apply for reinstatement to a program within two years of withdrawal or dismissal by submitting a written request directly to the Associate Dean, Academic Affairs. The request should include a plan to complete their degree and their intended timeframe. If reinstatement is approved, student must register in the next available trimester. Students are responsible for the most current curriculum requirements in a program upon reinstatement or readmission. If it has been more than two years since withdrawal or dismissal, students must submit a completely new application to the degree program. International students are responsible for obtaining approval from the Office of International Affairs to begin coursework.

Graduation

Time-to-Degree

- Students in **Advanced Practice Certificate (APC)** programs must complete their required coursework within two academic years from matriculation.

- Students in **graduate certificate** programs must complete their required coursework within three academic years from matriculation.
- Students in **master's** programs must complete their degree requirements within five academic years from matriculation.
- Students in the **doctoral** program must complete the degree requirements within nine academic years from matriculation.

Students who fail to complete their certificate or degree program in the timeline indicated may be dismissed from their program.

An extension may be granted in the event of extenuating circumstances, such as documented medical illness. After discussion with the Program Director, the student must petition the Director, Academic Affairs, for an extension. The extension may be denied, in which case the student will be dismissed, or it may be granted with qualification. The student and Program Director will be informed of the decision in writing.

Students who must be away from their studies for one or more trimesters for personal, family, financial, or other compelling reasons must inform their Program Director. Students who will need to be away from their studies for one year or longer must apply for a leave of absence (see [Change in Student Status](#) and [Continuous Enrollment](#)).

Students who are granted extensions or leave of absences are subject to course [Revalidation](#).

Curriculum Completion

A student must successfully complete the program requirements in their program of study and achieve a cumulative GPA of at least 3.0 (APC, graduate certificate, or master's) or 3.3 (doctoral) to qualify for graduation from the University.

Application for Graduation

For up-to-date information about applying for Graduation, please visit: www.jefferson.edu/handbook.

Academic Integrity Policy

For the most up-to-date Academic Integrity Policy, please visit: www.jefferson.edu/handbook.

Change of Grade

To change a student's grade of I (Incomplete), IP (In Progress), or to correct a grade, the instructor must complete and sign a *Grade Change* form.

A student who believes that they have received an inappropriate grade should contact the instructor immediately. If the student does not feel that their concern is being addressed, the student should contact the Director, Academic Affairs.

For a complete Grade Appeal policy, go to www.jefferson.edu/handbook.

Student Grievance Procedure

All students in the TJU community have the right to express concern when they perceive that they have been treated in a manner not consistent with the standards of conduct at the University. The grievance process described below applies to all students who are enrolled at TJU. Please note that **the following matters are not handled as student grievances** in the scope of this process and you can view more about the policies at www.jefferson.edu/handbook:

- Final grade
- Curriculum matters
- Sexual misconduct
- Behavioral concerns

Complaint Process

For all other issues, students may submit a written complaint or grievance with the Associate Dean, Academic Affairs, within ten business days of its occurrence. The written communication should explain the nature of the problem and a proposed solution. The Associate Dean, Academic Affairs, will investigate and provide a written solution or an explanation to the student within five business days.

If the Associate Dean, Academic Affairs, fails to respond to the grievance or if the student is not satisfied with the response, the student may submit a written grievance to the Dean within five business days. The Dean will respond with a written statement to the student grievant within five business days.

In the event the Dean fails to respond to the grievance, or if the student is not satisfied with the Dean's response, the student may submit an official complaint through the [Grievance Process at Thomas Jefferson University](#).

During the initial assessment of the grievance, more information may be requested from the student who submitted the grievance as well as from any other individuals identified with relevance to the issue. The University will make every reasonable effort to preserve an individual's privacy and protect the confidentiality of information it receives in connection with a grievance. The information will be shared only with individuals who assist or are otherwise involved in the investigation and/or resolution of the grievance, or who otherwise have a need to know about the grievance and/or its resolution.

Students submitting the complaint should expect confirmation of receipt of submission within 48 business hours. After the grievance process has ended the student will receive a letter indicating the final resolution or disposition of the grievance.

Complaint Tracking

The University will track each complaint from the online system and will maintain a record that includes information such as the date the complaint was received, the nature of the complaint,

and the steps taken to resolve it.

The tracked information will be made available to regulatory agencies and accrediting bodies as required in accordance with applicable laws, regulations, and policies.

SERVICE OPPORTUNITIES

College & University Committees

Occasionally, there are opportunities for students to serve on College and University committees. Announcements will be sent when those opportunities are available.

You can review a list of University Standing Committees [here](#).

Jeff SAPHE

The Student Association for Public Health Education (SAPHE) provides an opportunity for students to meet and address public/population health issues as well as plan health-related community service activities. SAPHE selects its own officers per established bylaws and meets monthly. While having roots in the MPH program, the organization is open to all Jefferson students.

ALUMNI RELATIONS

University Alumni Association

Graduates of all certificate, master's, and doctoral programs at any Jefferson College are eligible to take advantage of the events, programs, and resources provided through the Office of Alumni Relations automatically upon their graduation. Alumni have access to alumni resources such as professional development and lifelong learning programs, and to social and cultural events offered throughout the year, online, and around the country.

Alumni Relations produces a monthly e-newsletter with alumni and campus news and the *Jefferson Innovator* alumni magazine. It offers opportunities to connect with the larger Jefferson alumni community through its “Thomas Jefferson University Alumni” social channels and the Jefferson Alumni Network—an online alumni directory and networking community.

Learn how you can stay connected to Jefferson [online](#), or by contacting Alumni Relations at alumni@jefferson.edu or 215-955-7750.

LONGITUDINAL SURVEYS

JCPH is part of a unique history of longitudinal surveying at TJU that started in the 1940s with the medical school and in the 1980s in the other colleges and programs. Today, the surveys are administered and initially analyzed by the Jefferson Office of Assessment & Accreditation.

JCPH uses the data from these surveys to monitor and evaluate the effectiveness of its programs and measure its instruction, research, and service.

Students and graduates are strongly encouraged to participate in these electronic surveys. To ensure that students and alumni receive these surveys, all are encouraged to keep up-to-date contact information in Banner.

SURVEY	TIMELINE	RECIPIENTS
New Student Satisfaction	At the start of the fall and spring trimesters	All new matriculating students at JCPH
Exit Satisfaction	Near time of graduation	All graduates of JCPH

Students and alumni may be asked to complete additional surveys from time-to-time.

SCHOLARSHIPS

Jefferson College of Population Health offers merit and needs-based scholarship support when available. Concurrent and/or prior scholarship awards are a factor considered when awarding. Students must remain in good academic standing, adhere to the scholarship’s requirements, and comply with all applicable college and university policies to continue receiving award disbursements. See [Student Resources](#) page under Scholarship & Funding Opportunities for up-to-date information and applications (where applicable).

ACADEMIC PROGRAMS

Visit our [website](#) for the most up-to-date information. Degree requirements and competencies can also be viewed in the Degree Requirements guide located in the Handbooks & Forms section of the [Student Resources](#) page.