



University of the Incarnate Word  
School of Osteopathic medicine

# **Master of Public Health Handbook**

2024-2025

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## **COVID-19 Statement to Students of Shared Responsibility and Acknowledgment of Pandemic**

UIW continues to monitor and work to mitigate COVID-19 risks and to amend its policies and procedures as necessary. Current policies, including the Statement of Shared Responsibility and Acknowledgment of Pandemic, can be found at <https://www.uiw.edu/covid-19/index.html>.

### **Letter from Program Administration**

The University of the Incarnate Word School of Osteopathic Medicine (UIWSOM) Master of Public Health (MPH) faculty and staff extends sincere congratulations on your acceptance to the program. We are delighted that you have decided to take this next step toward achieving your educational and career goals.

The University of Incarnate Word Office of Research and Graduate Studies has developed regulations that establish the foundation for academic performance and policies for all graduate programs at the University, including this program.

This supplemental handbook addresses policies and procedures of the MPH program at UIWSOM. To enhance your learning experience and provide the most current information about the program, UIWSOM reviews this supplemental handbook annually. Every effort will be made to keep students advised of any changes. However, it is each student's responsibility to know the current graduation requirements. Your Program Directors, the Office of Research and Graduate Studies, and the UIWSOM Office of Student Affairs are available to consult with you on your degree plan and graduation requirements.

In the event of inclement weather, natural disaster, or other circumstances beyond the control of the UIWSOM, UIWSOM will follow the current policies and procedures as outlined in the MPH Student Handbook. The decision regarding any necessary due dates and deadline changes will be guided by the decisions made by the UIW President and Provost during an emergency or natural disaster. Based on the UIW actions taken, the UIWSOM Dean and Leadership Council will then determine MPH-specific due dates and deadline changes, and the student body, faculty, and staff will be notified accordingly.

It is the responsibility of each learner to read, understand, and follow this Student Handbook.

Nothing in this handbook shall be construed as a contract between any learner and UIWSOM.

*For the purposes of this handbook, the terms learner and student are used interchangeably.*

## **Mission of the University of the Incarnate Word**

The first Sisters of Charity of the Incarnate Word, three young French women motivated by the love of God and their recognition of God's presence in each person, came to San Antonio in 1869 to minister to the sick and the poor. Their spirit of Christian service is perpetuated in the University of the Incarnate Word primarily through teaching and scholarship, encompassing research and artistic expression. Inspired by Judeo-Christian values, the Catholic Intellectual Tradition, and Catholic Social Teaching, the University of the Incarnate Word aims to educate men and women who will become concerned and enlightened citizens within the global community.

The University of the Incarnate Word is committed to educational excellence in a context of faith in Jesus Christ, the Incarnate Word of God. Thus, through a liberal education the university cultivates the development of the whole person and values of life-long learning. To that end, faculty and students support each other in the search for and communication of truth, thoughtful innovation, care of the environment, community service, and social justice.

The University of the Incarnate Word is a Catholic institution that welcomes to its community persons of diverse backgrounds, in the belief that their respectful interaction advances the discovery of truth, mutual understanding, self-realization, and the common good.

## **Mission of the School of Osteopathic Medicine**

UIWSOM's mission is to empower all members of the medical education community to achieve academic, professional, and personal success and develop a commitment to lifelong learning through excellence in learner-centered, patient-focused education, justice-based research and meaningful partnerships of osteopathic clinical service across the spectrum of undergraduate, graduate and continuing medical education. The development and application of osteopathic principles of medicine across four years of physician training will promote culturally, linguistically, and community responsive care for all patients to enhance patient safety and improve patient outcomes.

## **Mission of the Master of Public Health Program**

The mission of the Master of Public Health Program is to transform learners into public health leaders through learner-centered, justice-based research, and engagement in partnerships that promote community responsive care programs to enhance safety and improve health outcomes.

## **Master of Public Health**

The Master of Public Health (MPH) program is a 42-credit hour program designed to enhance the scientific knowledge of graduates who desire to pursue a professional degree in Public Health or advanced graduate training in public health, to enhance their profession in the biomedical sciences, healthcare, liberal arts, education, or engineering, including a PhD, Doctor of Osteopathic Medicine (DO), Doctor of Medicine (MD), Physician Assistant (PA), Pharmacy (PharmD), Physical Therapy (PT), Dentistry, Nursing, Psychology, Social Work, Music Therapy, Communications, Optometry (OD), or Occupational Therapy (OT).

The curriculum of the MPH program integrates the five core subjects, namely epidemiology, biostatistics, health policy and management, social and behavioral health, and environmental health, combined with research methods, other courses related to global health, a community-oriented primary care experience, and a final capstone project. Training in the core disciplines focuses on the creation of new knowledge and the application of research findings to improve the effectiveness of public health and health service organizations within and across the public, private, and non-profit sectors both domestically and internationally. Graduates will be trained to develop and conduct health policy, develop and implement disease intervention and prevention programs, investigate disease outbreaks and associated risk factors for adverse health outcomes, evaluate health services, and translate, apply, and communicate their findings to improve the public's health.

## **Program Objectives**

- Enhance scientific knowledge and professional preparation for students seeking to practice in local, state, national or international public health environments.
- Satisfy the requirements for the DO/MPH dual degree program.

- Satisfy the requirements for other health professional dual degree programs and individuals with terminal degrees.

### Specific aims

- Develop professionals with the ability to implement disease intervention and prevention programs.
- Prepare graduates to apply public health knowledge and skills to address domestic and international problems in public health.
- Develop professionals with the ability to translate health research into policy and practice.
- Increase the number of health care professionals who have the expertise to understand and positively impact the health of a community.
- Train professionals to educate future generations of students and the public.

### Curriculum

Courses	Hours
SUMMER	
Epidemiology	3
Biostatistics	3
FALL	
Environmental Health	3
Rural Health and Aging	3
Community-oriented Primary Care	3
Social and Behavioral Aspects of Health	3
Climate Change and Health	3
SPRING	
Global Health	3
Public Health Policy and Management	3
Program Planning and Evaluation	3
War and Health	3
Public Health Nutrition	3
Capstone (2 three credit components)	6

### General Admission Requirements for the Master of Public Health Program

To be considered for admission, applicants must have a bachelor’s degree, specific prerequisites (listed below), and competitive GRE or MCAT scores (or other pre-professional exam as appropriate), three letters of recommendation, completed MPH supplemental application, and a completed UIW graduate admissions application.

Completion of a bachelor’s degree from an accredited college or university or equivalent verification in the case of international degrees must be completed prior to matriculation into the program.

#### *Prerequisite College Courses*

Prerequisite coursework must be taken from an accredited college or university. Prerequisites must be completed with a grade of “C” or better. A minimum science and cumulative grade point average of 3.0 on a 4.0 scale must be achieved. Courses include:

Biology with lab, 8 semester credit hours

General Chemistry with lab, 8 semester credit hours

Mathematics (Algebra or Statistics), 6 semester credit hours

## **DO/MPH Dual Degree**

Applicants must have successfully completed the First Year of the DO program at UIWSOM. Current Second Year learners must have no remediations, no more than 1 reassessment (excluding Foundation, Integration, and Transformation), and no referral to the Student Progress Committee for professionalism-related issues.

## **Additional Program Requirements**

### **CITI-Human Subject Protection Certification**

All students matriculating into the MPH program must obtain the CITI-Human subjects protection certification. The CITI site for training in Human Subjects Protection link is available at <https://about.citiprogram.org/>. Please complete the Basic Course in Human Subjects Protection Biomedical focus. Certification is good for three years. A copy of the learners CITI-Human Subject Protection Certification must be provided to the MPH Program Director.

### **Background Screening**

UIWSOM utilizes PreCheck, a national background screening and drug test processing company for background checks and drug tests; and Sentry MD for maintenance and verification of all required documentation including immunizations, certifications, physical exam records, criminal background, and drug testing.

### **Academic Policies**

General regulations for graduate studies are published in the UIW Graduate Bulletin available at: <https://uiw.smartcatalogiq.com/en/2022-2023/graduate-catalog/>

### **Attendance Policy and Procedure**

Delivery of all classes in the MPH program is in asynchronous online format. Attendance will be confirmed by your participation in all class activities. As such, submission of required learning activities and assessments, and knowledgeable contributions to discussion confirm class participation. Given the intense nature of the curriculum, student engagement is essential to maximize the learning experience. If a learner is unable to participate in discussions or complete assignments in a timely manner, he/she must notify the Course Director and the Administrative Assistant of the program immediately via their Cardinal email address.

### **Absence Policy and Procedure**

For any absences related to professional development trips (i.e., medical mission trips, interviews), learners should contact the respective Course Directors and the Office of Student Affairs for approval two weeks prior to the scheduled absence. For health-related/emergency absences, learners should submit appropriate paperwork to the Course Directors and the Office of Students Affairs.

All short-term absences must be submitted via the [DO Absence Request \(Elentra\)](#) Request Form. All extended absence requests must be submitted via the [Leave of Absence \(LOA\)](#) Request Form.

### **Assignments and Written Work**

Written work is due on the specified date. The acceptance of late work for credit is to be determined by the individual Course Directors. All written work should be in APA format unless otherwise specified in the course outline.

The Graduate Support Center at the Broadway campus ([https://www.uiw.edu/orgs/graduate\\_studies/Support/writing.html](https://www.uiw.edu/orgs/graduate_studies/Support/writing.html)) offers writing assistance for all graduate and professional students at UIW. Professional Development Specialists in Writing will help with the basics of diction, grammar, syntax and sentence structure while also focusing on larger structural issues, and APA and other formatting guidelines. UIW Writing Specialists will review a part of the paper and provide feedback. Allow one to two days before scheduling another appointment.

## Policy on Academic Integrity and Avoidance of Plagiarism

The University of the Incarnate Word is strongly committed to the nurturing of academic excellence. The university expects its students to pursue and maintain truth, honesty, and personal integrity in their academic work. Academic dishonesty, in any form, constitutes a serious threat to the freedoms which define an academic community. See the *Graduate Catalog* for definitions and procedures for investigation of claims of academic dishonesty under this policy, please visit <https://uiw.smartcatalogiq.com/en/2023-2024/graduate-catalog/academic-policies-and-procedures/academic-integrity/>

## Time Limit for Completion of Master's Programs

After admission, all requirements for the master's degree must be completed within seven (7) years preceding the date on which the degree is conferred. Students whose degrees are taken mainly through part-time study can request an extension from the Director of Graduate Studies. Extensions beyond established time limits for such legitimate reasons as illness, injury, or hardship may also be granted by the Director of Graduate Studies. In such situations, the student and academic unit must demonstrate how the student will bring up to date the content knowledge from courses taken more than seven (7) years before the projected date of graduation.

## Leave of Absence Policy and Procedure

The Graduate Leave of Absence Policy assists graduate students who must temporarily withdraw from their programs. Reasons for requiring a leave typically include bereavement, illness, care giving, maternity, paternity, and call to active military duty. Learners who are granted a leave of absence are declared inactive but not dismissed from the university; however, being declared inactive may affect loans or financial aid, health insurance, and access to university resources including libraries, computers, the Wellness Center, advising, dissertation/thesis committees, and other resources. Please find the Leave of Absence Policy definitions and procedures in the UIW Graduate Bulletin. To request a leave of absence, students must submit a [Leave of Absence Request](#) to the Director of Graduate Studies for review and approval, which is forwarded to the SOM Director of Student Affairs and Director of the MPH program.

## Exceptions to the Leave of Absence Policy

For dual degree DO-MPH learners who complete the DO degree and successfully match in a residency program before the MPH component is completed:

- Depending on what is allowed in the residency program, learners may apply for an LOA from the MPH program until they are able to resume the MPH program.
- Learners must apply for an [MPH Administrative Leave of Absence](#) during the last semester of the DO program and submit the application to the Director of the MPH Program, which then must be forwarded to the Dean of the UIWSOM and the Director of Graduate Studies for review and approval.

## DO-MPH Administrative Leave of Absence Eligibility and Criteria

*Eligibility:* An Administrative Leave of Absence is granted only to learners who 1) have completed at least two semesters in the MPH program (or at least 9 credit hours) and are in good academic standing, 2) include a plan for completion of the MPH degree in the application for an administrative leave of absence, 3) return to the MPH program immediately after completion of the residency program, and 4) the learner's plan is sound and demonstrates a successful completion of the MPH degree as specified in the discipline requirements within a seven-year period from matriculation into the MPH program.

*Extension of a leave of absence:* If a learner is unable to return when initially planned, extension of a leave of absence may be possible depending on the learner's individual circumstances, as long as the MPH requirements can be met within the seven-year period. An extension requires a new application for a leave of absence.

*Consequences of not filing for an extension of leave:* Learners who do not file a request for extension of leave will be dismissed from the program.

*Readmission after an Approved Leave of Absence:* Learners who take a leave of absence must submit the [Graduate Readmission Form](#) to the Office of Research and Graduate Studies no less than four (4) weeks before the semester begins.

Learners dually enrolled in the DO and MPH programs must remain in satisfactory academic standing in the DO program to continue in the MPH program. When DO-MPH learners fail to maintain the DO requirement of satisfactory academic standing, their status in the MPH program will be determined according to the condition which placed them below the DO academic requirement. These conditions are described and listed below in the order of precedence.

Condition	MPH Status
1. COMLEX Failure	Mandatory Leave of Absence from MPH program; a grade of “In Progress” for current courses must be requested.
2. Medical	May continue with MPH program with physician approval, in communication with MPH program director.
3. Personal	May continue with MPH program at learner’s discretion, in communication with MPH program director.
4. Professionalism (e.g., incomplete paperwork)	Mandatory Leave of Absence from MPH program until professionalism issues are resolved.

## Audio/Video Recording

Audio and video recordings created for the class may not be reproduced, shared with those not in the class, or uploaded to publicly accessible web environments. Learners must destroy recordings at the end of the term in which they are enrolled in the class. Learners found in violation of this policy may be subject to disciplinary action under the university’s Code of Student Conduct.

## Campus Policies and Procedures

### CardinalMail

UIW students are issued a university email address in Cardinal Mail. Cardinal Mail is the official method of communication between campus administrative offices and students. Students must check their official email account daily; it is an expectation that students read all notices within 24 hours of receipt.

### Social Media Policy

This policy applies to all UIW students who use social media in either a professional or a personal capacity. Professional use includes contributing to UIW sponsored or other social media sites while representing UIW in an official capacity. Personal use refers to students who use social media as part of their personal life. The UIWSOM subscribes to UIW’s Social Media Policy and Responsible Use of Computing Resources Policies, which can be found [here](#).



## Examination Policy & Procedures

The official start time of assessments is defined in the course syllabus and/or in official email communication sent from the Course Director.

### Absence from an Assessment (Make-up exam)

A learner unable to complete an assessment by its due date due to serious health conditions or other extreme extenuating circumstances must report this to the Course Director. He/she must contact both the Program Director and the Course Director to determine an appropriate date/time for his/her rescheduled assessment.

The rescheduled assessment will be provided at the discretion of the Course Director within five business days (from the date of the original exam) to support extenuating circumstances only (example: hospitalization, surgery, or protracted medical illness or convalescence). To validate such absences, the learner must provide appropriate documentation within two business days from the due date for the assessment (or it will result in an unexcused absence from the exam). The rescheduled assessment must be delivered in the same modality as the original assessment.

An undocumented/unexcused absence for an assessment may result in a “0” for the exam. Learners who do not follow procedures may not be granted the opportunity to reschedule an assessment and may be referred to the SOM Student Progress Committee (SPC). Requests for rescheduling exams regularly will be referred to the SPC for evaluation.

## Academic Evaluation

The MPH program aligns with the UIWSOM policy and guidelines for evaluation. It is suggested that all learners in the MPH program carefully read the section of the UIW Student Handbook that addresses the entire concept of student rights and responsibilities.

The MPH program grading system follows the guidelines described below.

### Grading

The grading system used by the UIWSOM MPH includes the following:

<b>Grade</b>	<b>Letter</b>	<b>Description</b>
<b>Pass</b>	<i>P</i>	Successfully meets all requirements of a course
<b>In Progress*</b>	<i>IP</i>	Did not meet standards in a course and is scheduled to reassess (not remediation)
<b>Withdrawal</b>	<i>W</i>	Administratively withdrawn or self-withdraws <u>after</u> a course begins and <u>before</u> the final exam
<b>Fail</b>	<i>F</i>	Did not meet standards in a course or fails to follow the process to withdraw

\*Designation is for internal processes and is NOT a “grade” that will be part of a permanent transcript.

## Professionalism

The UIWSOM is committed to ensuring the professional conduct of all its members. Learners must demonstrate that they can become life-long learners. They must display good judgment, a sense of responsibility and morality, sensitivity and compassion for individual needs, and the ability to synthesize and apply knowledge.

Professionalism includes, but is not limited to honesty, respect for colleagues, faculty, staff and peers, and behavior in public that is not disrespectful or embarrassing. Continual self-reflection about one's attitudes and behaviors must occur as one strives to be a better learner.

Unprofessional behavior is detrimental to the UIWSOM community, colleagues, and individuals themselves, and does damage to the practice of public health, medicine, and the medical community. UIWSOM learners are expected to follow the components of professional behavior as outlined below. Unresolved incidents of a learner's unprofessional behavior will prevent the learner from academic advancement. That is, a learner may not be allowed to continue the program without documented resolution of any professionalism issue.

## Components of Professional Behavior

**Nondiscrimination:** It is unethical for a learner to refuse to participate in class activities based on race, religion, ethnicity, socioeconomic status, gender, sex, gender identity, age, sexual preference, national origin, ancestry, or physical handicap. Learners must show respect for each other, their faculty members and administrative staff.

**Professional Demeanor:** The learner should be thoughtful and professional when interacting with peers, faculty, and staff. Inappropriate behavior includes the use of offensive language, gestures, or remarks with sexual overtones, extreme lack of interest and/or dishonesty. Learners should maintain a neat and clean appearance, including adhering to the daily dress code that is generally accepted as professionals.

**Honesty:** Learners are expected to demonstrate honesty and integrity in all aspects of their education and in their interactions with staff, faculty, and colleagues. They may not cheat, lie, steal, or assist others in the commission of these acts. Learners must not commit fraud or misuse funds intended for professional activities. Learners must be willing to admit errors and not knowingly mislead others or promote themselves. The learner is bound to know, understand, and preserve professional ethics and has a duty to report any breach of these ethics by other learners through the appropriate channels. Plagiarism is dishonest and unethical. To consciously incorporate the words of others, either verbatim or through paraphrasing, without appropriate acknowledgment is unacceptable in scientific literature or in medical writings.

**Commitment to Research Integrity:** The basic principle underlying all research is honesty. Scientists have a responsibility to provide research results of high quality, to gather facts meticulously, to keep impeccable records of work done, to interpret results realistically, not forcing them into pre-conceived molds or models, and to report new knowledge through appropriate channels. Co-authors of research reports must be acquainted with the work of their co-workers so they can personally vouch for the integrity of the study, and the validity of the findings. They must have been active in the research, or writing, itself.

**Commitment to Life-long Learning:** A personal commitment to life-long learning is an essential precept for those in public health and the health professions. New medical and scientific knowledge is continually being discovered. To stay abreast of new technology, treatments and tools, learners must commit to be responsible for learning and maintaining the necessary skills to provide appropriate quality care throughout their careers.

**Commitment to Appropriate Conduct:** Learners must not engage in romantic, sexual or other non-professional relationships with others for whom the learner is in a position of authority. UIW has a strict policy regarding sexual harassment and assault which can be accessed on the UIW Title IX website.

Learners must also not use alcohol, drugs or any other substance in a manner that could compromise or bring harm to themselves or others. Every learner is responsible for protecting the public, getting appropriate help, and assisting

a colleague whose capability is impaired due to ill health. The learner is obligated to report members of the health care team whose behavior exhibits impairment or lack of professional conduct or competence.

**Professional Behavior towards Colleagues:** Learners will interact with faculty, staff, mentors, and peer members of the academic team in a cooperative and considerate manner. All professional interactions should be civil, and each person should recognize and facilitate the contributions of others to the community. Under no circumstances will the learner exhibit prejudice in word, action or deed towards a faculty member or a colleague based on ethnicity, race, religion, gender, sex, age, sexual orientation, or physical disabilities. It is unethical and harmful for a learner to disparage or ridicule others. It is also unethical to imply by word, gesture, or deed that a patient has been poorly managed or mistreated by a colleague without tangible evidence.

Learners should actively participate in evaluating their teachers, including faculty and house staff. When evaluating their performance, learners are obliged to provide prompt, constructive comments. Evaluations may not include disparaging remarks, offensive language, or personal attacks, and should maintain the same considerate, professional tone expected of faculty when they evaluate learner performance.

**Conscientiousness:** Learners are expected to be thorough and dependable and to commit the time and effort required to meet personal responsibilities. Learners should not require continual reminders about responsibilities to patients, to the institution, other health care professionals and to administrative staff. Responding in a timely and appropriate fashion to phone calls, pages, notices and emails from faculty, nurses, other health care team members, and administrative staff is a responsibility that must be honored by learners.

**Humility:** Learners are expected to maintain an attitude of humility. Arrogance or the offensive display of superiority and self-importance will not be tolerated.

## Dress Code

This is an online program, however, there will be instances when learners will be representing themselves, the University, and the MPH program at professional meetings and/or during community engagement experiences. A learner's attire and appearance should be appropriate for the context, including the physical setting, activities to be performed, others in attendance, and expectations set by the UIWSOM or faculty member.

## Consequences of Violations of Professional Behavior Policy

Alleged unprofessional behavior on the part of a learner will be brought to the Student Progress Committee. If the behavior is found to be an action that violates any of the above, it may result in disciplinary action up to and including dismissal from the program.

## Academic Resources

Learners experiencing difficulty with academics or seeking assistance at improving their study and learning strategies, and/or promoting successful transitions throughout their education, should seek assistance from Academic Support Personnel. Additional information can be found on the [Academic Support website](#).

- Dr. Sarah A. Lang, Director of Academic Support, [slang@uiwtx.edu](mailto:slang@uiwtx.edu)
- Ms. Venesa G. Matthews, Learning Specialist, [vgsanche@uiwtx.edu](mailto:vgsanche@uiwtx.edu).

Services include individual and group support in areas such as:

- Concentration and memory
- Motivation and goal setting
- Note-taking and reading

- Stress management and test anxiety
- Study and learning strategies
- Test preparation and study planning
- Test-taking strategies
- Time management and organization

## Information and Learning Resources at UIW and UIWSOM

The Information Resources Division provides library and technology services to learners to ensure a successful and rewarding academic experience at UIW. At the UIW Broadway campus, the technology departments include Technical Support, Enterprise Applications, Infrastructure, Web Development, Mobile Applications, Instructional Technology, and Media Services. On the SOM campus, learners receive technical assistance through the Office of Medical Education.

### UIW Libraries

[UIW Libraries](#) are comprised of five libraries including the Mabee Library (at the Broadway and Hildebrand campus) which supports the related health sciences programs: nursing, physician assistant, nuclear medicine, kinesiology, athletic training, nutrition as well as chemistry and biology; the George W. Brackenridge Library at the Feik School of Pharmacy; the George W. Brackenridge Library at the Rosenberg School of Optometry; the Geneva R. Johnson Library at the School of Physical Therapy, and the School of Osteopathic Medicine Library.

#### Accessing E-Resources

Learners may gain full access to the databases and other online collections by visiting the [library's web page](#). Remote users can log into subscribed resources using their UIW network credentials, 24/7. Most electronic resources are protected by U.S. Copyright Laws and vendor licensing agreements; therefore, access is limited to current UIW users.

#### Interlibrary Loan

Materials not available at UIW may be obtained from participating libraries throughout the world by clicking on the Interlibrary Loan Service link on the [library's home page](#). UIW also participates in the TexShare Program. This program allows learners statewide access to library resources on-site at participating libraries. The University of Texas Health San Antonio also participates in this consortium.

### The School of Osteopathic Medicine Library

The SOM Library is a modern health science library, serving learners, faculty, and staff. The SOM Library includes targeted resources of medical literature consisting of books and journals. It also offers an extensive online collection of over 200 electronic databases (many of which are specific to health sciences), and includes peer-reviewed/scholarly journals, current periodicals, eBooks, government documents, and streaming media. Other services and programs of the SOM Library include reference and research consultation, interlibrary loan, group study rooms, equipment circulation, and use, printing and copying, etc.

SOM Library is located in building 3 and has multiple study rooms available for check out, a dedicated quiet area, and an informal study area that has walking treadmill desks. A couple of study rooms may be checked out in advance online through the library website.

Hours for the SOM physical library are available on the library website available 24 hours a day, seven days a week, from either on-campus or off-campus. The [SOM library website](#) gives learners direct access to the UIW Library catalog, library contact information, and relevant databases.

Learners must have their ID with them when visiting the library. The card is required to access the facilities. In addition, a UIW student ID card must be used each time materials are borrowed from the library. Only the person pictured on the ID—and in satisfactory academic standing with the library—are eligible for borrowing materials. Proxy borrowing privileges will be considered only under special circumstances. Approval must come from the library directory.

## Information Technology

[Information Technology](#) provides technology services and support to the UIW community. The SOM community has multiple ways to access technical support. While IT and Help Desk serves all UIW, SOM also has dedicated support specialists on location. These tech experts work with all departments within IT and Help Desk representatives will assign tickets to the SOM support specialists as needed.

### Service Portal

The [Service Portal](#) is a new support feature implemented in Summer 2021, with more features to come throughout the year. This system provides an artificial intelligence-backed solution for one-stop help across all UIW using knowledge base resources, chat, and live support.

### Help Desk Services – General Technical Support

(210) 829-2721 and [helpdesk@uiwtx.edu](mailto:helpdesk@uiwtx.edu) as well as connected to the Service Portal

Hours of Operation: Visit [Help Desk Services](#) for current information.

Location: Lower Level of the UIW Student Engagement Center, Broadway Campus

Help Desk Services provides support for username, password, email, Cardinal Apps, computer hardware, software, Canvas, network, audio/visual equipment, and instructional technology.

### Health Professions Technology Support Specialists – SOM Specific Support

(210) 619-7100 and [helpdesk@uiwtx.edu](mailto:helpdesk@uiwtx.edu) as well as connected to the Service Portal

SOM Help Desk Hours of Operation: Monday through Friday 7-8am and 12-5pm

Location: Building 3, SOM Campus

The SOM Health Professions Technology Support Specialists are located on campus to provide general technical and training support for learners. Technical support and training include hardware and software installation, troubleshooting Windows and Macintosh OS based computers, phones, and tablets, maintenance of network connectivity, and supporting the use of a variety of commonly used applications. Requests are prioritized and resolved in an effective and timely manner in person as well as by email, phone, chat, or remote session.

### Canvas – Learning Management System for UIW

24/7 Canvas Support is available by phone at (844) 384-5742 or by chat inside the Canvas system by clicking on the Help option in the Global Navigation menu. Canvas representatives will provide step-by-step assistance for using any of the Canvas features. [Student Guides](#) are available for your reference.

### IT Policies and Procedures

The university has several policies that govern how learners, faculty, and staff use technology and software while at the institution. These policies include acceptable and non-acceptable use of information resources at UIW. For a complete list of these policies, go to [IT Policies and Procedures](#).

### Student Laptop Requirements

Visit [Learning Online](#) for more information.

## Record of Change

For the 2024-2025 Master of Public Health Student Handbook

A change log is used to provide a trail of all approved changes made to the 2021-2023 Student Handbook. Each change will be reviewed by the MPH Curriculum Committee and the MPH Program Directors and approved by the Leadership Council prior to incorporating it into this document. Updated versions will be communicated to the UIWSOM community of learners, faculty and staff.

<b>Published Date</b>	<b>Policy Edited</b>	<b>Page(s) Affected</b>	<b>Reason for Edits</b>	<b>Date UIWSOM sent notice of change</b>
12/2023	Updates to weblinks to LOA form, Graduate Catalog, and Administrative LOA.	Pg. 1-14	Annual updates as per Program and University requirements	12/2023

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