



University of the Incarnate Word
School of Osteopathic medicine

Master of Public Health Handbook

2025-2026

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Letter from Program Administration

The University of the Incarnate Word School of Osteopathic Medicine (UIWSOM) Master of Public Health (MPH) faculty and staff extend 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 the specific 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 Director, MPH faculty advisors, 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 asynchronous online program designed to enhance the scientific knowledge of graduates who desire to pursue a professional degree in Public Health, to enhance their degrees in the biomedical sciences, healthcare, liberal arts, education, or engineering, and including 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) degrees.

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, and applied practice and integrated learning experiences. 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 MPH degree program.

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

SUMMER	
PUHL 6302 Epidemiology	3
PUHL 6301 Biostatistics	3
PUHL 6305 Social & Behavioral Aspects of Health	3
FALL	
PUHL 6301 Biostatistics	3
PUHL 6309 Rural Health & Aging	3
PUHL 6311 Climate Change	3
PUHL 6315 Maternal and Child Health	3
PUHL 6303 Environmental Health	3
PUHL 6306 Community Oriented Primary Care	3
PUHL 6305 Social & Behavioral Aspects of Health	3
PUHL 6313 Applied Practice Experience	3
SPRING	
PUHL 6304 Public Health Policy & Management	3
PUHL 6307 War & Public Health	3
PUHL 6308 Program Planning & Evaluation	3
PUHL 6302 Epidemiology	3
PUHL 6313 Applied Practice Experience	3
PUHL 6312 Public Health Nutrition	3
PUHL 6310 Global Health	3
PUHL 6311 Climate Change	3
PUHL 6314 Integrative Learning Experience	3

General Admission Requirements for the Master of Public Health Program

Admission Requirements

Full Admission:

- Bachelor's degree from an accredited college or university or equivalent verification in the case of international degrees.
- Official transcripts from all undergraduate, graduate and/or professional schools.
- One letter of recommendation, preferably from a faculty member or supervisor who can attest to your academic ability, work ethic, and character.
- Minimum cumulative GPA of 3.00.

Conditional Admission:

- Bachelor's degree from an accredited college or university or equivalent verification in the case of international degrees.
- Official transcripts from all undergraduate, graduate and/or professional schools.
- One letter of recommendation, preferably from a faculty member or supervisor who can attest to your

academic ability, work ethic, and character.

- Minimum cumulative GPA of 2.5-2.99.

No GRE or pre-professional exam is required for entrance into the program. Application deadlines are 4 weeks prior to the first day of classes each semester.

Current UIW DO and PharmD students who desire to apply to the MPH program must have successfully completed the first year of their respective programs and provide a personal statement as part of the application process. The SOM and FSOP will verify that they are in good academic and professionalism standing.

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

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 learner’s CITI- Human Subject Protection Certification must be provided to the MPH Program Director.

Background Screening

MPH student background checks and immunizations may be necessary depending on the requirements of the affiliated institutions where the PUHL 6313 Applied Practice Experience is conducted. Students are responsible for the cost of these requirements.

Academic Policies

General regulations for graduate studies are published in the UIW Graduate Bulletin available at: <https://uiw.smartcatalogiq.com/en/2024-2025/graduate-catalog/https://uiw.smartcatalogiq.com/en/2024-2025/graduate-catalog/>

Attendance Policy and Procedure

Delivery of all classes in the MPH program is in an 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 anticipated absences, 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.

For all short-term related absences, please contact the course director. 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 determined by the individual Course Directors. All written work should be in APA format unless otherwise specified in the course syllabus.

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/2024-2025/graduate-catalog/academic-policies-and-procedures/academic-integrity/>

Refer to course syllabi for specific information regarding the use of artificial intelligence (AI) on course assignments.

Time Limit for Completion of Master's Programs

After admission, all requirements for the MPH 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

DO learners enrolled in the MPH program who complete the DO degree and successfully match in a residency program before the MPH degree is completed:

- May apply for an LOA from the MPH program until they are able to resume the MPH program, depending on what is allowed by the residency 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. This will then be forwarded to the Dean of the UIWSOM and the Director of Graduate Studies for review and approval.

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, and 3) 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, if 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 HYPERLINK "<https://uiw.jotform.com/72044803177151>" [Graduate Readmission Form](#) to the Office of Research and Graduate Studies no less than four (4) weeks before the semester begins.

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

Condition	MPH Status
1. Failure of COMLEX or Pharmacy Licensure Examination	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 on regular business

days.

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 lives. 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 and end times of assessments are defined in the course syllabus and/or in official email communication sent from the Course Director.

Absence from an Assessment (Make-up exam)

Learners 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. They must contact both the Program Director and the Course Director to determine an appropriate date/time for their 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, learners 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 MPH Student Progress Committee (MPHSPC). 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.

Grading

For MPH students matriculating into the program before Summer 2025, the grading system used is as follows:

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

For MPH Students Matriculating into the program in Summer 2025 and thereafter, the grading system is as follows:

A	93 - 100	4.0	A superior grasp of the subject matter of the course, initiative and originality in assessing problems and ability to relate knowledge to new situations.	Students who complete their master's degree programs with a 4.0 average graduate "With distinction."
A-	90 - 92	3.7		
B+	87 - 89	3.3	Satisfactory performance in control of the subject matter and ability to apply principles with intelligence.	
B	83 - 86	3.0		A cumulative GPA of 3.0 or better is required for graduation.
B-	80 - 82	2.7		
C	70 - 79	2.0	Less than satisfactory performance and may disqualify the student for further study. Students who earn the grade of "C" will receive an academic warning letter and may need to repeat the course based on the recommendation of the program director and/or advisor based on program requirements.	<u>Academic Warning and/or Dismissal based on the number of earned Cs</u>
F	0 - 69	0.0	Failure in the course or withdrawal without following proper procedures. Students who earn the grade of a "F" will be academically dismissed.	<u>Academic Dismissal</u>
IP	--	--	In Progress indicates when a student's achievement in the course has been satisfactory, but certain prescribed work is incomplete, or the student was unable to take the final examination.	A student's registration will be blocked if there are six (6) or more credit hours of graduate classes with a grade of IP. It is the student's responsibility to complete all requirements for the removal of the IP grade within one year, or sooner as specified by the instructor. If the IP grade is not removed within the time specified, the IP will be changed to a grade of "F."
W			Indicates withdrawal within the period specified in the semester calendar.	Withdrawal from the University

Professionalism

The UIWSOM is committed to ensuring the professional conduct of all its members. Learners must demonstrate that they can become lifelong 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 being 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' performance. 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 learners' 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, or administrative staff. Responding in a timely and appropriate fashion to phone calls, pages, notices and emails from faculty, other **public health** 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 asynchronous 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 MPH Student Progress Committee and investigated following the [UIW Behavioral Misconduct Procedures](#). If 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 the Course Director and Program Director.

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 UIW, the technology departments include Technical Support, Enterprise Applications, Infrastructure, Web Development, Mobile Applications, Instructional Technology, and Media Services.

UIW Libraries

[UIW Libraries](#) are comprised of five libraries including the Mabey 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. MPH students wishing to use the SOM library must contact the Program Coordinator to schedule an appointment to obtain an ID card. 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 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 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](#).

Record of Change

A change log provides documentation of all approved changes made to past MPH Student Handbooks. Each change is reviewed by the MPH faculty and committees and approved by the SOM Leadership Council. Updated versions will be communicated to the UIWSOM MPH learners, faculty, and staff.

Published Date	Policy Edited	Page(s) Affected	Reason for Edits	Date UIWSOM sent notice of change
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
05/2025	Updates to weblinks and forms, grading policy, deletion of covid 19 statement, academic resources, admissions requirements, added course elective, updated table of contents, behavioral misconduct policy and addition of the MPH SPC. Removed dual degree verbiage.	Pg. 1-12	Annual updates as per Program and University requirements	05/2025

Published Date: Pending approval by UIWSOM Leadership Council.