

MSc eHealth

Student Handbook

2023-2024

**Table of Contents**

[Disclaimer Regarding the School of Graduate Studies’ Regulations and Procedures 5](#_Toc144474975)

[Welcome 6](#_Toc144474976)

[Contacts 6](#_Toc144474977)

[Description of the Program 7](#_Toc144474978)

[MSc eHealth Program 8](#_Toc144474979)

[Study Options 8](#_Toc144474980)

[Course-Based Study 8](#_Toc144474981)

[Thesis-Based Study 8](#_Toc144474982)

[Program Options and Requirements 9](#_Toc144474983)

[Full-Time Status 9](#_Toc144474984)

[Full-Time (Thesis) 9](#_Toc144474985)

[Resources for Thesis Students 9](#_Toc144474986)

[Full-Time (Course Based) 10](#_Toc144474987)

[Part-Time (Course Based) 10](#_Toc144474988)

[Mandatory Online Modules 11](#_Toc144474989)

[SGS 101 and 201 11](#_Toc144474990)

[Program Faculty and Staff 11](#_Toc144474991)

[Graduate Associations 12](#_Toc144474992)

[Graduate Student Association 12](#_Toc144474993)

[McMaster eHealth Student Association 12](#_Toc144474994)

[Overview of Technologies and Student Accounts 12](#_Toc144474995)

[Student ID Card 13](#_Toc144474996)

[What To Do Prior to Arrival 13](#_Toc144474997)

[For International Students 13](#_Toc144474998)

[For Domestic Students 14](#_Toc144474999)

[What to Do When You Arrive 14](#_Toc144475000)

[For all students: 14](#_Toc144475001)

[For international Students: 15](#_Toc144475002)

[Course Details 15](#_Toc144475003)

[Course Enrolment 15](#_Toc144475004)

[Full-Time Students 15](#_Toc144475005)

[Part-Time Students 15](#_Toc144475006)

[Required Courses 15](#_Toc144475007)

[Electives 16](#_Toc144475008)

[Course Offerings/Outlines 16](#_Toc144475009)

[Career Course and Winter Seminars 16](#_Toc144475010)

[Scholarly Paper (Course-Based Programs) 16](#_Toc144475011)

[Adding/Dropping Courses 16](#_Toc144475012)

[Attendance of Classes 16](#_Toc144475013)

[Grades 17](#_Toc144475014)

[Course Projects 17](#_Toc144475015)

[Ethics Approvals 17](#_Toc144475016)

[Publications and Conferences 17](#_Toc144475017)

[Participation at Conferences 18](#_Toc144475018)

[Vacations and Other Absences 18](#_Toc144475019)

[Vacation 18](#_Toc144475020)

[Non-Statutory Holidays 18](#_Toc144475021)

[Religious Holidays 18](#_Toc144475022)

[Missed Course Work Due to Illness 18](#_Toc144475023)

[Leaves of Absence 19](#_Toc144475024)

[Academic Plan and Status Changes 19](#_Toc144475025)

[Faculty Advisors (Leads) and Supervisors 19](#_Toc144475026)

[Financial Matters 20](#_Toc144475027)

[SGS Scholarships and Awards 20](#_Toc144475028)

[Program Specific Awards 20](#_Toc144475029)

[Marybelle and Norm Archer eHealth Scholarships 20](#_Toc144475030)

[Faculty of Health Sciences Graduate Plenary 20](#_Toc144475031)

[Health and Dental Insurance 20](#_Toc144475032)

[Campus Employment and Teaching/Research Assistant Postings 20](#_Toc144475033)

[Travel and Conference Funding 21](#_Toc144475034)

[Student Organization 21](#_Toc144475035)

[Sessional Dates 21](#_Toc144475036)

[Assignment Due Dates and Deadlines 21](#_Toc144475037)

[Responsibilities of the Graduate Student 21](#_Toc144475038)

[Student Email Signatures 21](#_Toc144475039)

[Progress in the Program and Degree Completion 22](#_Toc144475040)

[Advisement Reports 22](#_Toc144475041)

[Thesis Completion (Thesis-Based Only) 22](#_Toc144475042)

[School of Graduate Studies’ Policies and Regulations 22](#_Toc144475043)

[Academic Integrity Policy 22](#_Toc144475044)

[Accommodation of Graduate Students with Disabilities 23](#_Toc144475045)

[Incomplete/Failing Grade 23](#_Toc144475046)

[Incomplete Grades 23](#_Toc144475047)

[Failing a Course or Milestone 24](#_Toc144475048)

[Student Code of Conduct 24](#_Toc144475049)

[Research Integrity policy 24](#_Toc144475050)

[Discrimination, Harassment & Sexual Harassment Prevention Policy 24](#_Toc144475051)

[Appeals and Petitions 24](#_Toc144475052)

[Non-Academic Appeals 24](#_Toc144475053)

[Academic Appeals 25](#_Toc144475054)

[Petitions for Special Consideration 25](#_Toc144475055)

[Student Services and Campus Resources 25](#_Toc144475056)

[Accessibility and Accommodations 25](#_Toc144475057)

[Libraries on Campus 25](#_Toc144475058)

[Student Wellness Center 25](#_Toc144475059)

[Counselling Services 26](#_Toc144475060)

[International Student Services 26](#_Toc144475061)

[Social Insurance Numbers (SIN) for International Students 26](#_Toc144475062)

[Ombuds Office 26](#_Toc144475063)

[Career and Professional Development for Graduate Students 26](#_Toc144475064)

# Disclaimer Regarding the School of Graduate Studies’ Regulations and Procedures

The eHealth program is responsible to the School of Graduate Studies (SGS). This eHealth Student Handbook is not intended to replicate or modify the information found in the SGS Calendar. Our goal is to provide students with a program-specific outline of the most important information that can ease one’s journey to graduation. If any discrepancy occurs between this document and the SGS Calendar or related documents, the SGS Calendar shall prevail.

Students and faculty are encouraged to view the [SGS website](https://gs.mcmaster.ca/) for information regarding:

* [Graduate study at McMaster](https://gs.mcmaster.ca/current-students/)
* [Forms and policies](https://gs.mcmaster.ca/current-students/forms-and-policies-for-graduate-students-staff-and-faculty/)
* [Graduate Studies Calendar](https://academiccalendars.romcmaster.ca/index.php?catoid=46)
* [Graduate fees and payment](https://gs.mcmaster.ca/current-students/fees-and-payment/)
* [University services](https://gs.mcmaster.ca/ive-accepted-my-offer/registrar-services/)
* [Fellowships, scholarships, bursaries, and other awards](https://gs.mcmaster.ca/current-students/scholarships/)

The Graduate Calendar provides information regarding:

* [University regulations](https://academiccalendars.romcmaster.ca/content.php?catoid=46&navoid=9200#2.5.4_Employment_Regulations) for all students and faculty including the Student Code of Conduct
* [Health and safety issues and regulations](https://academiccalendars.romcmaster.ca/content.php?catoid=46&navoid=9197)
* [Student appeals](https://academiccalendars.romcmaster.ca/content.php?catoid=46&navoid=9197&hl=%22appeals%22&returnto=search)

# Welcome

Welcome to the eHealth Graduate Program at McMaster University. We are pleased you have chosen this program to further your education. This handbook is designed to provide students with helpful information regarding the graduate program in eHealth.

Announcements, updates, events, and program specific forms can be found in MS Teams > eHealth Students – Current

We always welcome input from eHealth students on how to make the information in this handbook more useful and relevant for your time at McMaster. Please send any suggestions to ehealth@mcmaster.ca for consideration in future editions.

## Contacts

|  |  |  |
| --- | --- | --- |
| Ombuds OfficeMUSC-210ombuds@mcmaster.ca  | Student Accessibility ServicesMUSC-B107sas@mcmaster.ca  | Immigration Assistanceimmigration@mcmaster.ca  |
|  |  |  |
| Equity & Inclusion OfficeUniversity Hall-104hres@mcmaster.ca  | Student Success CentreGilmour Hal-110studentsuccess@mcmaster.ca  | School of Graduate StudiesGilmour Hall 212askgrad@mcmaster.ca  |
| Office of Academic IntegrityMUSC 211acinteg@mcmaster.ca  |  | Graduate Student AssociationRefectory Rathskeller Buildingmacgsa@mcmaster.ca  |
|  |  |  |
| eHealth Program (Academic)ehealth@mcmaster.ca  |  | eHealth Internshipehintern@mcmaster.ca  |

# Description of the Program

The eHealth MSc program received approval from the Ontario government to accept students in the fall of 2008. The program grew out of research, development, and policy interests from industry and faculty members in Business, Health Sciences, and Engineering. Although many departments were represented in the founding of the program, the Information Systems area in the School of Business, the department of Health Research Methods, Evidence, and Impact (formerly Clinical Epidemiology and Biostatistics) in the faculty of Health Sciences, and the department of Computing and Software in the Faculty of Engineering have provided the primary pillars for the program. Other departments and units within McMaster and the surrounding area are becoming more involved and the program is benefitting from this expansion of interests and individuals.

We accepted 15 students into our first cohort of students and within four years we were at our projected ceiling intake of at least 20 full-time and 10 part-time students per year; we currently enroll approximately 35 full-time equivalent students and 10 part-time students per year. We have gradually increased enrolment due to the steady increase in the number of applicants.

Our program is one of several eHealth programs in the province. However, the McMaster program is unique because of the equal emphasis from the Faculties of Business, Health Sciences, and Engineering, and the eight-month internship. We also have a thesis stream and a part-time option, which are features that many other Canadian programs do not have.

The overarching goal of the program is to produce graduates who can be bridge builders among health care providers, administrators, technical experts, and business professionals. The multidisciplinary nature of the program allows us to achieve this by focusing on developing student competencies in Project and Change Management, Clinical and Health Services, Health Information Technologies, Research, Teamwork, and Communication, to name a few.

The MSc eHealth program subscribes to McMaster’s [mission and vision](https://president.mcmaster.ca/mission-vision/). During the program, students are encouraged to engage with their peers, and communicate their knowledge and findings. As eHealth is a very dynamic field, students must keep up with the latest literature and be aware of the implications of new technologies for healthcare professionals, patients and families, and the healthcare system. Integrity is one of McMaster’s hallmarks, and students must be able to stand on the shoulders of those who came before and build forward. The quality of our students’ learning and skill development is shown through their critical thinking, innovation, written works, and prototype demonstrations. Teamwork is emphasized throughout our program, with teams organized to study and solve problems in all required and elective courses. Our students’ desire for learning is clearly demonstrated throughout the program, as they choose courses that will build foundations for future careers. This passion for learning does not leave them when they complete the program, as they transfer the knowledge and skills they have acquired to the community for the long-term benefit of society, or they continue their education with other graduate degrees.

# MSc eHealth Program



## Study Options

### Course-Based Study

The course-based option for students (most full-time and all part-time students) is designed to produce graduates with a broad understanding and a set of skills and competencies across many aspects of eHealth/Health Informatics sector. This option requires students to take eight (8) or more courses and complete a scholarly (major) paper demonstrating their knowledge and ability to integrate across business, engineering, and health sciences.

### Thesis-Based Study

The thesis option is designed for students considering a PhD. Thesis students are expected to focus their eHealth knowledge based upon their thesis topic. The thesis option takes one or more semesters than the course-based program, due to the time requirements of completing and defending a thesis. The eHealth program does not have its own PhD program; thus, students are encouraged to apply to other McMaster departments or to other universities to further their studies. Examples of potential

PhD programs at McMaster can be found in the departments of Electrical and Computer Engineering, Computing and Software Engineering, Biomedical Engineering, Information Systems, Nursing, Health Management, and Health Research Methodology. Canadian schools offering PhD programs in eHealth/informatics are Dalhousie University and University of Victoria

## Program Options and Requirements

## Full-Time Status

As specified in [Section 1.3 of the SGS Calendar](https://academiccalendars.romcmaster.ca/content.php?catoid=48&navoid=9524#1.3_Responsibilities_of_Graduate_Students_to_the_University_), full-time graduate students are expected to be on campus for all three terms of the university year, except during internship employment or vacation. Students are required to attend all mandatory program components, including the internship career course and program seminars.

## Full-Time (Thesis)

**Core courses: Four** core courses (eHealth 724, 736, 757) plus the eHealth statistics course (eHealth 705) or competency-based opt out for statistics (often the equivalent of a master’s level, but not a bachelor’s level course). If students are not obliged to take the statistics course, they must substitute another elective in its place.

**Electives: One** minimum but could be more at the discretion of the student’s advisor or supervisor. Extra courses are often required for students with limited backgrounds in eHealth, or other areas related to their thesis such as a research methods course

Successful completion of SGS 101 (Ethics) and SGS 201 (Accessibility for Ontarians with Disabilities) in the first year of the program.

**Internship:** Successful completion of the full eight-month internship (eHealth 798 and 799). Thesis students are encouraged to accept on campus, research-based internships when available. A complete internship record includes submission of offer letter, learning goals and objectives, performance evaluation by employer, internship report, and poster presentation.

**Thesis:** In consultation with the thesis supervisor, thesis topics are to be selected and approved within two terms of registration. Students are required to have their proposal accepted by their thesis committee at the end of their second term (usually April). The thesis background and literature review are typically done in parallel with internship.

**Maximum course load:** To allow appropriate focus on all topics/pillars in eHealth, a student is limited to a maximum of 3 courses, together with the internship career course and/or seminars, per academic term. The student may apply to the eHealth program for permission to take a course during their internship. Permission is granted based upon prior academic performance and in consultation with internship employer.

**Maximum length of the program** is three years, at which point the student is deemed to be out of time.

### Resources for Thesis Students

* [SGS Completing your Masters Degree - Thesis](https://gs.mcmaster.ca/current-students/completing-your-degree/masters-thesis/) – step-by-step process guide
* [SGS Writing Resources](https://gs.mcmaster.ca/current-students/resources/graduate-writing/) – online writing resources for graduate students, and support from a trained graduate level writing advisor through the Writing Centre
* [McMaster's Graduate Thesis Toolkit](https://ecampusontario.pressbooks.pub/macgradthesistoolkit/front-matter/introduction-2/) – includes time management and organization, technical aspects of writing and editing, and student wellness/building communities of support
* [SGS Thesis Dates & Deadlines](https://gs.mcmaster.ca/current-students/dates-and-deadlines/#tab-content-thesis)

## Full-Time (Course Based)

**Core courses: Four** (eHealth 724, 736, 757) plus the eHealth statistics course (eHealth 705) or competency-based opt out for statistics (often the equivalent of a master’s level, but not a bachelor’s level course). If the student is not obliged to take the statistics course, they must substitute another elective in its place.

**Electives: Four** minimum but could be more at the discretion of the advisor or supervisor. Extra courses are often required for students with limited backgrounds in eHealth or their area of interest.

Successful completion of SGS 101 (Ethics) and SGS 201 (Accessibility for Ontarians with Disabilities) in the first year of the program

**Internship:** Successful completion of the full eight-month internship (eHealth 798 and 799). A complete internship record includes submission of offer letter, learning goals & objectives, performance evaluation by employer, internship report, and poster presentation.

**Scholarly paper:** approximate time allocated to the scholarly paper should be similar to the amount of work needed to complete one graduate course (~ 130 hours)

**Maximum course load:** To allow appropriate focus on all topics/pillars in eHealth, a student is limited to a maximum of three courses, and the career course, per academic term. The student may apply to the eHealth program for permission to take a course during their internship. Permission is granted based upon prior academic performance and in consultation with internship employer.

**Maximum length of the program** is three years, at which point the student is deemed to be out of time

## Part-Time (Course Based)

* **Core courses: Four** (eHealth 724, 736, 757) plus the eHealth statistics course (eHealth 705) or competency-based opt out for statistics (often the equivalent of a master’s level, but not a bachelor’s level course). If the student is not obliged to take the statistics course, he or she must substitute another elective in its place.
* **Electives: Four** minimum but could be more at the discretion of the advisor or supervisor
* Successful completion of SGS 101 (Ethics) and SGS 201 (Accessibility for Ontarians with Disabilities) in the first year of the program.
* **Maximum course load**: Part-time students are permitted to take one course per semester.
* **Scholarly paper**: approximate time allocated to the scholarly paper should be similar to the amount of work needed to complete one graduate course (~ 130 hours).
* **Maximum length of the program** is five years, at which point the student is deemed to be out of time

**Course and sessional timetables:** See the [SGS calendar](https://academiccalendars.romcmaster.ca/content.php?catoid=48&navoid=9532). The McMaster timetable with statutory holidays and important dates is available online. Adherence to dates is vital for students, especially as they near graduation.

## Mandatory Online Modules

### SGS 101 and 201

All incoming eHealth MSc students must complete and pass the following two online modules within the first 4 weeks of their first term. This requirement also applies to part-time students. These modules are completed online in Avenue to Learn.

SGS 101 / Academic Research Integrity and Ethics

The purpose of this course is to ensure that the standards and expectations of academic integrity and
research ethics are communicated early and are understood by incoming students.

SGS 201 / Accessibility for Ontarians with Disabilities Act (AODA) Training
Having an understanding of how we can identify and reduce attitudinal, structural, information, technological, and systemic barriers to persons with disabilities is core to McMaster University’s commitment to supporting an inclusive community in which all persons are treated with dignity and equality, and completion of AODA training is critical as McMaster’s graduates move forward in their varied, chosen professions.

**Students may not graduate or register for subsequent years in their program until they have passed these two courses.**

Instructions regarding how to enroll are available on the [SGS website](https://gs.mcmaster.ca/how-to-enrol-in-and-complete-sgs-101-and-201/).

# Program Faculty and Staff

The following program structure ensures the program runs smoothly. Please see the [program website](http://mscehealth.mcmaster.ca/contact/) for the names and location of faculty and staff who fulfill the following roles.

**Program Administrator**: responsible for the day-to-day operation of the program including recruitment, admissions, and in course activities such as adding/dropping courses, leaves of absence, and information regarding academic and University policies. The program administrator email is ehealth@mcmaster.ca

**Career Development and Relationship Manager (CDRM):** responsible for the internship component of the program including employer recruitment and student preparation for internship by facilitating the career course, offering one-to-one coaching, workshops, and alumni and networking events. The CDRM email is ehintern@mcmaster.ca

**Program Director:** The director is the leader of the program and oversees the direction and operation of the program. See the [program website](http://ehealth.mcmaster.ca/contact/) for the Director’s contact information.

**Faculty Leads for Business, Health Sciences, and Engineering:** Each faculty appoints a faculty lead. These three individuals work with the program director, administrator, and CDRM to make the day-to-day decisions necessary for operation of the program. At the beginning of each year students are assigned to a faculty lead who is available as their academic advisor (refer to description below).

**Other faculty members associated with the program**: [[A list of faculty members](https://ehealth.mcmaster.ca/faculty/)](https://ehealth.mcmaster.ca/faculty/) who may act as potential thesis supervisors and scholarly paper readers is available on our website.

# Graduate Associations

## Graduate Student Association

The [Graduate Students Association](https://gsa.mcmaster.ca/) provides support and services to graduate students. The mandate of the GSA is:

* To promote the welfare and interests of the members through facilities and opportunities for social, athletic, and intellectual activities
* To represent the members before the duly elected and appointed authorities of McMaster University, and
* To promote communication and participation in all matters of common interest between the members of the Association and the members of other student organizations, both at McMaster and in other educational institutions.

Please see their website for information regarding:

* [Health and Dental coverage](https://gsa.mcmaster.ca/services/health-and-dental/)
* [HSR Bus Pass](https://gsa.mcmaster.ca/services/hsr/)

## McMaster eHealth Student Association

The McMaster eHealth Student Association (MeHSA) is a student organization comprised of eHealth students. A new board of directors is chosen from the first-year cohort applications every Fall. MeHSA runs the eHealth Mentorship Program, as well as social events and networking opportunities.

# Overview of Technologies and Student Accounts

|  |  |
| --- | --- |
| **MACID** | MACID is your unique, common identifier, single sign-on for a number of McMaster systems and applications. This is different than your student number, and you will receive further information prior to program start on how to activate and use your personal MACID. |
| **McMaster Email** | Your McMaster email is used to communicate with professors, peers and faculty. All communication from the Program Administrator and the Career Development and Relationship Manager, and the University will be sent via your McMaster email. |
| [**Avenue to Learn**](http://avenue.mcmaster.ca/) | Avenue to Learn is the primary learning, course delivery and assessment platform at McMaster. Avenue to Learn can be accessed in late July once you have activated your login information (prior to the start of the program). |
| [**MOSAIC Student Centre**](https://epprd.mcmaster.ca/psp/prepprd/?cmd=login) | Mosaic Student Centre allows you to enroll in classes, view your timetable, view and print tax forms and more! Mosaic access is based on the user’s MACID, once again, upon activation later in the summer. |
| **Zoom** | All McMaster faculty, staff and active students now have access to licensed accounts that have the capability of hosting meetings of up to 300 participants. You will access the licensed account by signing in with your MACID email and password. |
| **Office 365 – Students** | As a McMaster student you will have access to Microsoft Office 365 for Business (including MS Teams). This license is only applicable while you are enrolled as a student. |
| **MS Teams** | MS Teams is an easy-to-use messaging service that can conveniently be accessed via a web portal or mobile app and is part of Office 365. Teams also allows direct messaging, calls and group chats. |
| **Virtual Private Network** | Virtual Private Network or VPS is software which allows you to connect to the McMaster University Network from any off campus computer anywhere on the internet and appear as though your computer is on campus. |

\*Students may download Zoom, Office 365, MS Teams, and the VPN on the University Technology Service (UTS) website. <https://uts.mcmaster.ca/catalogue-students/>

## Student ID Card

Your McMaster Photo ID identifies you as a McMaster University student and permits you access to services on campus. In addition, you must present your student card in the School of Graduate Studies or Registrar’s Office to make inquiries about your personal academic record.

Incoming students generally upload their photos to Mosaic’s student center upon gaining admission to the program to receive the student card (either in-person or by mail) prior to the beginning of classes in the Fall. For more information on how to obtain your student ID please see [this link](https://registrar.mcmaster.ca/services/student-card/#tab-10).

# What To Do Prior to Arrival

## For International Students

**Activate Your MACID and McMaster Email**

* All eHealth Program Faculty, Staff, and Students will use McMaster email for official program and course- related correspondence. This is university policy and is intended to protect the confidentiality and sensitivity of information and confirm the identity of the student.
* Both your MACID and McMaster email are essential items that need to be active for when you arrive in Canada. Please review [this document](https://fhshrwelcome.mcmaster.ca/wp-content/uploads/2018/02/Activating-Your-MACID-and-Email-Account.pdf) for information on how to activate your MACID and Email.

**International Student Services**

* Familiarize yourself with the [International Student Services](https://studentsuccess.mcmaster.ca/international-students/) at McMaster

International students may find helpful information and resources via the School of Graduate Studies:

* <https://gs.mcmaster.ca/international-grad-students/>
* <https://gs.mcmaster.ca/ive-accepted-my-offer/international-students/>

**Understand the UHIP Plan**

* [UHIP (University Health Insurance Plan)](https://studentsuccess.mcmaster.ca/international-students/health-insurance/) is a comprehensive health insurance plan providing coverage to international students.
* Your UHIP coverage begins on the tenth day of the month before your academic term start date or your scheduled arrival date in Canada, whichever is later. If you plan to arrive in Canada before your UHIP coverage begins, we recommend that you purchase additional medical insurance. This way, you’ll be covered if you need to access health care before your UHIP coverage starts.

**Upload Your Student Card Picture to Mosaic**

* **To ensure your student card is ready for you when you arrive, make sure to upload your headshot to the “Student Center” within Mosaic. Guidelines on how to do this can be found** [**here**](https://registrar.mcmaster.ca/services/student-card/#tab-10)**.**

## For Domestic Students

**Activate Your MACID and McMaster Email**

* All eHealth Program Faculty, Staff, and Students will use McMaster email for official program and course- related correspondence. This is university policy and is intended to protect the confidentiality and sensitivity of information and confirm the identity of the student.
* Both your MACID and McMaster email are essential items that need to be active for when you arrive in Canada. Please see the UTS website for information on how to [activate your MACID and Email](https://uts.mcmaster.ca/services/accounts-and-passwords/macid/).

**Upload Your Student Card Picture to Mosaic**

* To ensure your student card is ready for you when you arrive, make sure to upload your headshot to the “Student Center” within Mosaic. Guidelines on how to do this can be found [here](https://registrar.mcmaster.ca/services/student-card/#tab-10).
* If you are a former McMaster student with a student card from your McMaster undergraduate years, you must upload a new photo in Mosaic. Please visit the Registrar’s Office to have the old photo deleted from Mosaic and a new card printed. The first student card for graduate students is free of charge.

# What to Do When You Arrive

## For all students:

* **Your Student Card will be available at the Orientation event in September, and at the MSc eHealth Program office in DSB-104**.
* **Familiarize yourself with the School of Graduate Studies’ policies for Graduate Students**. All graduate programs at McMaster University are governed by the School of Graduate Studies (SGS). As a graduate student at McMaster University, many of the regulations that you are asked to comply with are outlined in the [School of Graduate Studies Calendar](https://academiccalendars.romcmaster.ca/index.php?catoid=48)**. It is each student’s responsibility to be aware of the rules that apply to this program and its students**.

## For international Students:

* **Get a Social Insurance Number (SIN) if you are able and want to work in Canada.** International Student Services in coordination with Service Canada usually runs drop-in clinics on campus on various dates through the year that provide international students with a Social Insurance Number. Each appointment takes roughly 10 mins. If you have questions about this service or up-coming clinics please email immigration@mcmaster.ca
* **Open a Canadian Bank account**. For information on how to do this visit this [website](https://gs.mcmaster.ca/ive-accepted-my-offer/international-students/banking/).

# Course Details

## Course Enrolment

* Course enrolment is completed using [MOSAIC](https://epprd.mcmaster.ca/psp/prepprd/?cmd=login&languageCd=ENG&), the Online Academic Registration system.
* [Avenue-to-Learn](http://avenue.mcmaster.ca/) is the required course content manager. Courses will appear in the student’s Avenue to Learn account prior to the first day of class
* Course selection and **registration starts in July** **for the entire academic year**. Students should plan their choice of courses carefully and in a timely manner as many courses reach their limit of enrollment quickly. Each student should plan across all semesters to the best of their ability and in conjunction with their advisor.

### Full-Time Students

**Full time students** entering the first year of the eHealth MSc program are enrolled by the School of Graduate Studies **in the three core courses** in the fall semester, one core course in the winter semester, and the internship course in the summer semester of their first year. **Students will choose two elective courses in the winter semester.**

### Part-Time Students

**Part time students** may register in one core course in the fall semester, choosing from:

* eHealth 724 – Fundamentals of eHealth
* eHealth 736 – Management Issues in eHealth
* eHealth 757 – Modern Software Technology in eHealth

In the winter semester, students may take eHealth 705 – Statistics for eHealth. Thereafter, part time students may register in one course per semester to a total of three courses per academic year.

Students are expected to maintain full enrollment in each of the three semesters per year (fall, winter, and summer).

Non-core courses may be cancelled if insufficient numbers of students are registered. Notification of these cancellations will normally be sent out as soon as a decision is made, most likely in the month before a class is scheduled to start.

## Required Courses

The following [Required courses](https://ehealth.mcmaster.ca/program-options/program-requirements/compulsary-courses/) (must be completed prior to internship):

* eHealth 724 - Fundamentals of eHealth and the Canadian Health Care System (fall)
* eHealth 736 - Management Issues in eHealth (fall)
* eHealth 757 - Modern Software Technology for eHealth (fall)
* eHealth 705 - Statistics for eHealth (winter)

## Electives

A list of potential [electives](https://ehealth.mcmaster.ca/program-options/program-requirements/electives/) is posted on the eHealth program website. Students wishing to enroll in an elective course that is not on the list are asked to email the program administrator and program director to justify the rationale of taking a course from another department as an elective. The program director will approve or deny this request at their discretion.

Students may petition to transfer one course from another program into the eHealth program providing the course is at the graduate level, is relevant to the program, is not deemed substantially equivalent to a completed course, and it has not been counted towards another degree. Please contact the program administrator for more information.

## Course Offerings/Outlines

Course offerings for the upcoming academic year can be viewed on Mosaic’s Student Center. Historical course outlines can be requested through the eHealth Administrator.

## Career Course and Winter Seminars

The Career Course (Term 1) and a series of Winter Seminars (Term 2) supplement course content, enhance and develop skills, introduce employers, showcase research, demonstrate new products and services, and provide the potential to build strong networks.

The career course includes resume and cover letter development, interviewing and networking strategies, mock interviews, and insights into the various roles students can expect to take on as interns. This preparation is essential to students’ success during the internship recruitment cycles which begin at the end of Term 1. Students are typically employed as interns from May to December every year.

## Scholarly Paper (Course-Based Programs)

Students in the full-time course based or part-time stream of the program are required to submit a scholarly paper to complete the program. The scholarly paper proposal must be reviewed and approved by the student’s faculty advisor prior to beginning the writing process. Information regarding preparation, reader selection, and timelines, as well as the rubric and proposal form is available on Avenue to Learn.

## Adding/Dropping Courses

Course add and drop deadlines are outlined in the [SGS Calendar Sessional Dates](https://academiccalendars.romcmaster.ca/content.php?catoid=48&navoid=9532). If students do not drop courses on time, a mark of Fail will appear on the transcript. More information is available from the SGS calendar on registering for courses and adding and dropping courses. Admission to the required core courses is guaranteed for eHealth students.

The [deadlines to drop elective courses in the MBA program](https://mbastudent.degroote.mcmaster.ca/academics/dates-and-deadlines/) are early, within two weeks of the start date of the course.

## Attendance of Classes

Attendance is required for all courses, including the internship career course and winter seminar activities.

## Grades

Student performance at the course level is quite straightforward. Each course has its own criteria that are usually based on assignments, papers, and class participation. The letter grade is awarded by the course coordinator/instructor. The grading system is as follows unless otherwise outlined in the course syllabus:

A+ 90 to 100%

A 85 to 89%

A- 80 to 84%

B+ 77 to 79%

B 73 to 76%

B- 70 to 72%

F Failure

**Students who fail a course based on inadequate work or an integrity issue may be asked to leave the program.** In the absence of a departmental recommendation to allow the student to continue, the student will be required to withdraw. Those allowed to remain in the program must either repeat or replace the failed course or milestone, per the decision of the eHealth Executive Committee. Students who fail a second course or milestone will not normally be allowed to continue in the program. Please see [section 2.6.11](https://academiccalendars.romcmaster.ca/content.php?catoid=48&navoid=9525#2-6-11_milestones) in the Graduate Calendar.

Full-time students cannot start their internships until the core courses (eHealth 705, 724, 736, 757) and internship preparation (career course and at least one individual consultation with the CDRM) have been completed satisfactorily.

## Course Projects

### Ethics Approvals

Ethics approvals may be needed for projects related to courses, scholarly papers, and theses. Research ethics approvals are almost always needed for projects that collect data from people. Interviewing professionals to gain a better understanding of a course project may be exempt from ethics approval. However, **any project that collects original data, especially from the lay public, must have ethics approval BEFORE data collection begins.** Note that there is [more than one research ethics board](https://research.mcmaster.ca/ethics/hireb-or-mreb/). As eHealth students are interdisciplinary, careful consideration regarding choosing an ethics board and submitting the appropriate application is needed. Also note that ethics approval can take a considerable amount of time, so students are urged to start the process early.

# Publications and Conferences

Students wishing to publish their work are strongly encouraged to do so, but prior approval of the paper, poster, and/or presentation is necessary if the student is representing McMaster University, the eHealth program, or both. These presentations are usually in person or virtual conference papers or posters, panel participation at seminars, or workshop leadership using eHealth program acquired knowledge. **Approval must be sought and obtained from the student’s supervisor, advisor, or program director, and this approval must come before submission.** Students do not need to obtain permission for personal contributions to such publications or media as blogs, wikis, or newsletters. This distinction can overlap so please check early with your advisor or the program director if you are uncertain.

## Participation at Conferences

1. The program has a limited number of travel scholarships each year for up to $250 each. Any registered student may apply for these funds. The application requires a description of the event and justification as to how the student would benefit from attendance (virtual or in person). The amount of the scholarship is not to exceed the cost of attending the conference or workshop and will be reimbursed following the conference or workshop once all necessary paperwork has been submitted and approved.
2. Students may be reimbursed money towards conference costs only if they are presenting a paper, a poster, being part of a panel, or are taking part in a similar event where they are seen to be representing the eHealth Program or McMaster. Conference presentations will require advisor or supervisor approval before submission to the conference.
3. The Graduate Students Association awards a number of travel awards (up to $500) every semester (Fall, Winter, Summer) for travel to conferences to present or undertake research relevant to their field of study. Students can apply through AwardSpring in Mosaic. Please see details at <https://gsa.mcmaster.ca/gsa-funding/travel-grants/>
4. Students may be given full or partial coverage of registration fees by the conference organizers to attend if they volunteer to help the organizers at the conference. Students must apply early for such a student position. It is the student’s responsibility to determine if such opportunities exist from the conference organizers.

# Vacations and Other Absences

## Vacation

* Normal vacation entitlement is two weeks during the year, to be scheduled by mutual agreement with the research supervisor (thesis) or first reader (if currently completing your scholarly paper). Any exception to this allotment requires approval from the supervisory committee (thesis) or program Director (course-based).
* For internship, if the internship employer policy for vacation is unclear then it must be discussed with the internship employer before accepting an offer.
* The eHealth CDRM must approve a vacation request prior to any vacation time being requested from an internship employer.

## Non-Statutory Holidays

* Thesis students who have completed courses are entitled to holidays. See the SGS Calendar Section 2.5.8.

## Religious Holidays

* Students who require an academic accommodation because of a religious holiday should contact the appropriate Course Coordinator/Instructor, Program Director, or Associate Dean as soon as possible to arrange accommodations for classes, assignments, and tests/examinations that might be affected by a religious holiday. Please be advised that documentation may be required.

## Missed Course Work Due to Illness

* Students having to miss classes and/or schoolwork due to illness should notify their instructors and the eHealth Program Office immediately.
* Please do not use the online McMaster Student Absence Form (MSAF) as this is for Undergraduate students only.
* A **Missed Term Work Form** and **Student Health Certificate** will have to be completed by the student and returned to the program administrator via email within 5 days of missing the work. These forms are available in Teams > eHealth Students-Current > General Tab > Missed Work Forms.
* All petitions must be accompanied by supporting documentation.
* Questions about the missed work and documentation should be directed to the Program Administrator (ehealth@mcmaster.ca)

## Leaves of Absence

* Students are permitted to take leaves of absence for various reasons after one year in the program, unless for medical reasons. While on leave the student has no obligations with respect to classes and tuition for specified periods of time based on personal situations but also may not use university resources or engage with faculty members during that period.
* Situations meriting a leave can be health issues, parental leaves, and certain other issues. Ideally, the student will apply for the leave of absence before the start of the leave. All leave requests must be approved by the Program Director and the Associate Dean. Contact the Program Administrator for details and the required form. Detailed information is available in the Graduate Calendar, Section 2.5.7

## Academic Plan and Status Changes

If you wish to change your program/plan status you must first notify the eHealth program administrator by emailing ehealth@mcmaster.ca

# Faculty Advisors (Leads) and Supervisors

Each student is assigned a faculty advisor on admission to the program. The faculty advisor works with the student to ensure that the student is established in the program. The advisor normally interacts with the student to discuss program progress, course choices, and guidance regarding the scholarly paper (for course-based students; see below).

All students will be assigned a faculty advisor while in the eHealth MSc program. The program administrator will email each student with the name and contact information for their assigned faculty advisor. The nature of academic supervision for each student depends on the program option selected.

* **Thesis stream**: students are expected to seek out a thesis supervisor based upon their interests with guidance from their faculty advisor. If a thesis supervisor is not found by the student, then the faculty advisor may choose to take on this additional role with the student. The search for a thesis supervisor should take place during the first term in the program, if not before.
* **Course-based stream**: students are expected to seek out scholarly paper readers once the scholarly paper topic is being developed. Resources will be shared with students to support the scholarly paper writing process.

# Financial Matters

## SGS Scholarships and Awards

* Information about the various scholarships is available at: <https://gs.mcmaster.ca/current-students/scholarships/>
* Students may apply to General Bursaries through [Aid and Awards](https://registrar.mcmaster.ca/aid-awards/scholarships-and-bursaries/#tab-3), and will automatically be considered for donor bursaries and donor academic grants that are offered through SGS, provided they meet the bursary- and/or academic grant-specific criteria. Applications open mid-August and close in mid-January. Refer to the video in the “How to Apply” tab.

## Program Specific Awards

### Marybelle and Norm Archer eHealth Scholarships

The [Marybelle and Norm Archer MSc eHealth Scholarship](https://gs.mcmaster.ca/current-students/scholarships/#nav-internal) was established in 2019 by Dr. Norm Archer, Professor Emeritus, Ph.D. (Class of ’65) and Mrs. Marybelle Archer. To be awarded by the School of Graduate Studies to full-time students enrolled in the Masters of Science e-Health graduate degree program who, on the recommendation of the Director of the e-Health program, demonstrates a high degree of academic commitment, excellence and integrity. Two-$1000 awards are available to second year eHealth MSc students. Winners are selected by the eHealth Executive and the awards are presented at the annual Fall program picnic.

### Faculty of Health Sciences Graduate Plenary

eHealth students are eligible for awards sponsored by the [Faculty of Health Sciences Graduate Plenary](https://fhs.mcmaster.ca/grad/research_plenary.html).

* **Faculty of Health Sciences Graduate Programs Outstanding Achievement Award**

This award recognizes graduate students in a Master's or Doctoral program who have made outstanding achievements, as judged by their graduate program. This award may be given to no more than 5% of all students in a Master's or Doctoral program affiliated with the Faculty of Health Sciences.

* **Graduate Student Innovation and Entrepreneurship Award**

This award is for graduate students in areas of health science who have demonstrated innovation and entrepreneurship in their studies, such as making an outstanding discovery, patent, evidence-based practice or knowledge translation. Applications will be reviewed by a selection committee and judged based on both demonstrated originality and significance. Nominations should include: 1) one or more letters of support from the supervisor and other faculty members that describe the individual's outstanding innovation and entrepreneurship, and 2) a copy of the trainee's CV.

## Health and Dental Insurance

Full-time and part-time graduate students in September or January who pay the McMaster fees are **automatically** covered by the [GSA Health and Dental insurance plan](https://gsa.mcmaster.ca/services/health-and-dental/) (this includes international students studying at McMaster and paying fees). Note: The GSA Health and Dental plan is separate from UHIP. UHIP Is primary coverage, whereas this plan is extended coverage.

All inquiries about the GSA Health and Dental plan should be directed to macgsa@mcmaster.ca.

## Campus Employment and Teaching/Research Assistant Postings

Work study, teaching assistant, and research assistant positions may be found on Mosaic under Career Opportunities. TA and RA positions for the DeGroote School of Business are posted here <https://www.degroote.mcmaster.ca/contact/teaching-assistant-positions/>

## Travel and Conference Funding

There is some conference and travel funding available to students. Please see the heading entitled “[Participation at Conferences](#_Participation_at_Conferences)” above.

# Student Organization

## Sessional Dates

With any inquiries pertaining to enrolment periods, add/drop periods, late registration, Thesis deadlines, etc. Students should refer to the most up to date [SGS Calendar’s “Sessional Dates” Section.](https://academiccalendars.romcmaster.ca/content.php?catoid=48&navoid=9532)

## Assignment Due Dates and Deadlines

It is the responsibility of the student to keep track of assignment/test due dates and schedules as they relate to coursework and sessional dates. If a student finds they are having issues completing coursework/making deadlines, they should share their concerns with the instructor(s) of the class(es) in question.

## Responsibilities of the Graduate Student

Just as the University has responsibilities to graduate students, they have responsibilities to the University.

The student’s responsibilities include, but are not limited to:

* Maintaining current contact information with the University, including address, phone numbers, and emergency contact information.
* Using the University provided e-mail address or maintaining a valid forwarding e-mail address.
* Regularly checking the official University communications channels. Official University communications are considered received if sent by postal mail, by fax, or by e-mail to the student’s designated primary e-mail account via their @mcmaster.ca alias.
* Accepting that forwarded e-mails may be lost and that e-mail is considered received if sent to the student’s @mcmaster.ca account.

Where applicable, students are responsible for complying with such conditions as indicated in the offer of admission. Students are also responsible for complying with the regulations governing graduate students at McMaster University with respect to full- and part-time status (see sections 2.5.2 and 2.5.3). Students are further responsible for informing the School of Graduate Studies within two weeks, which acts as the official keeper of student records, of any change in personal information such as address, name, telephone number, etc. Students are also responsible for reporting through the department any change in student status, course registration, or withdrawal.

In addition to the outlined above, there are other program-specific responsibilities of which the graduate students should be aware.

### Student Email Signatures

It has become common for students to append an affiliation signature to the end of their email correspondence. It is important that students accurately represent their affiliation with McMaster’s eHealth Graduate program and its three pillar Faculties: Business, Health Science, and Engineering. A recommended affiliation signature will be provided to you.

# Progress in the Program and Degree Completion

## Advisement Reports

Students may download their advisement report each semester throughout their graduate career to track their progress in the program. Advisement reports inform students as to whether they have satisfied certain program requirements. For more information on how to download and read your advisement report please visit [this page](https://registrar.mcmaster.ca/wp-content/uploads/2019/03/Academic-Advisement-Report-01.21.pdf).

## Thesis Completion (Thesis-Based Only)

The School of Graduate studies recommends that students should first consult the  [**School of Graduate Studies’ Guide for the Preparation of Master’s and Doctoral Theses**](https://gs.mcmaster.ca/resources/guide-for-preparing-doctoral-and-masters-theses/). All graduate theses must conform to the style and form requirements as detailed in the Guide.

For more information regarding sample formats, referencing, sandwich theses, defending your thesis, submitting your thesis please see the School of Graduate Studies’ website on [“Completing your Masters Degree – Thesis”](https://gs.mcmaster.ca/current-students/completing-your-degree/masters-thesis/).

Any questions relating to the thesis examining committee should be directed towards ehealth@mcmaster.ca

# School of Graduate Studies’ Policies and Regulations

## Academic Integrity Policy

Graduate students should familiarize themselves with the comprehensive policy on Academic Integrity [here](https://secretariat.mcmaster.ca/app/uploads/Academic-Integrity-Policy-1-1.pdf).

Graduate students, having been deemed admissible to higher studies, are expected to be competent in the acknowledgement of other peoples’ work, whether that work is in print or electronic media.

Graduate education concentrates on the formation of appropriate research skills and prepares students to undertake independent inquiry. All graduate students are responsible for familiarizing themselves with the definitions of research integrity and research misconduct in the University policies.

Students are responsible for being aware of and demonstrating behaviour that is honest and ethical in their academic work. Such behaviour includes:

a) following the expectations articulated by instructors for referencing sources of information and for group work.

b) asking for clarification of expectations as necessary.

c) identifying testing situations that may allow copying.

d) preventing their work from being used by others, e.g., protecting access to computer files.

e) adhering to the principles of academic integrity when conducting and reporting research.[[1]](#footnote-1)

## Accommodation of Graduate Students with Disabilities

Students must meet university and program/degree requirements, including participation in classes, labs, clinical or practicum placements, tutorials, etc.

Students seeking an Academic Accommodation are required to participate fully in the Academic Accommodations process. This participation includes:

1. when the student is aware of their disability and the need for Academic Accommodation, contacting Student Accessibility Services ***before*** classes or academic work begins;
2. providing the information required so that Student Accessibility Services can assess the duty to accommodate and develop Accommodation Plans;
3. after the approval of the Accommodation Plan, should the student have any questions they may choose to speak with their instructor, SAS advisor or Faculty Office to review steps for the implementation of the Accommodation Plan;
4. notifying Student Accessibility Services of any changes that may impact already established Accommodation Plans in a timely fashion.

Student Accessibility Services requires adequate time to review requests and coordinate needed arrangements. Failure to make a request or supply the required documentation in a timely manner may delay the approval and/or implementation of the requested accommodation.

New students and transfer students are encouraged to contact Student Accessibility Services and submit their accommodation request as soon as possible after they receive their offers of admission, or by August 1 of the academic year, whichever comes first. Students who had accommodations as undergraduate students must request a review by SAS before accommodations will be reinstated as a graduate student.

The complete Academic Accommodation of Student with Disabilities Policy, which includes Roles & Responsibilities, Guidelines and Procedures, Appeals and related legislation can be found here.

Read the full policy: [Academic Accommodations of Students with Disabilities.](https://secretariat.mcmaster.ca/app/uploads/Academic-Accommodations-Policy.pdf) [[2]](#footnote-2)

## Incomplete/Failing Grade

### Incomplete Grades

For scheduled courses where the end date is known and complies with sessional dates, a grade must be supplied by the end of the course.  Under exceptional circumstances a course instructor may approve an extension for the student for the completion of work in a course but must assign an Incomplete grade (INC) at the end of the course. Normally this extension is in the range of a few weeks. A student who receives an incomplete grade must complete the work as soon as possible, and in any case early enough to allow the instructor to report the grade by the sessional deadline noted as ‘Final Date to Submit Results of Incomplete Grades’. If the INC grade is not cleared by the deadline, normally an F grade will be entered.  Milestones are not generally scheduled according to sessional dates and therefore, there is no allowance for an INC grade for such learning activities. [[3]](#footnote-3)

### Failing a Course or Milestone

Failure in either a course or a milestone is reviewed by the appropriate Faculty Committee on Graduate Admissions and Study or the Associate Dean. The Faculty Committee on Graduate Admissions and Study or the Associate Dean acting on its behalf requests a departmental recommendation regarding the student, and this recommendation is given considerable weight. **In the absence of a departmental recommendation to allow the student to continue, the student will be required to withdraw**. Those allowed to remain in the program must either repeat or replace the failed course or milestone, per the decision of the Faculty Committee on Graduate Admissions and Study. A failing grade in a Certificate, Diploma, Masters or Doctoral course remains on the transcript. **Students who fail a second course or milestone will not normally be allowed to continue in the program.[[4]](#footnote-4)**

## Student Code of Conduct

By enrolling at the University students agree to abide by the Rights, **Responsibilities, and Expectations** in this Code. Please review the student code of conduct [here.](https://secretariat.mcmaster.ca/app/uploads/Code-of-Student-Rights-and-Responsibilities.pdf)

## Research Integrity policy

Graduate education concentrates on the formation of appropriate research skills and prepares students to undertake independent inquiry. All graduate students are responsible for familiarizing themselves with the definitions of research integrity and research misconduct in the University policies.[[5]](#footnote-5)

Review the complete policy [here](https://secretariat.mcmaster.ca/app/uploads/Research-Integrity-Policy.pdf).

## Discrimination, Harassment & Sexual Harassment Prevention Policy

This policy prohibits discrimination and or harassment as articulated in the Ontario Human Rights code. It is recommended all graduate students be aware of the sections in this policy. Please see the full policy [here.](https://secretariat.mcmaster.ca/app/uploads/Discrimination-and-Harassment-Policy.pdf)

# Appeals and Petitions

For any kind of appeal, the student shall initiate a preliminary inquiry into the issue by going directly to the appropriate instructor, officer or University authority. Normally, this individual will be the person or the chair of the committee whose decision or action is being questioned. (Consult the University Secretariat, the University Ombud, or the Office of the appropriate Associate/Assistant Dean for assistance in determining the appropriate officer or University authority.)

## Non-Academic Appeals

A student questions as unfair, unjust or unreasonable, a decision or action of a University authority or official, which has negative material consequences for their University life, and which is unrelated to courses, or to program or

degree requirements. For what is not included in this type of appeal procedure see page 3 of the policy [here](https://secretariat.mcmaster.ca/app/uploads/Student-Appeal-Procedures.pdf).

## Academic Appeals

1. **Re-Read/ Re-assessment**: A student questions their grade or the assessment of their performance on a piece of work or a program component (other than work that is excluded from a re-read/re-assessment under Section III C of this policy) and alleges error in the academic assessment of their work on the part of an instructor or a committee. In order to qualify for a re-read/re-assessment, the piece of work or program component must be worth 10% or more of the final course grade. The results of a formal re-read/re-assessment are final and cannot be appealed.
2. **A student questions their grade or the assessment of their performance** on a piece of work or in a course, or their academic standing or status in a program, and alleges error or injustice on grounds other than the academic assessment of their work, such as: (i) the method of evaluation was not fair and reasonable in the circumstances; or (ii) the instructor was biased against the student; or (iii) the instructor deviated substantially from the course outline in contravention of applicable University policies; or (iv) the application of University regulations governing program or degree requirements was not fair, just, or reasonable; or (v) a finding of academic dishonesty, or the penalty assigned, was not fair, just or reasonable. (see Section 13)[[6]](#footnote-6)

For more information on how to initiate an appeal and/or the scope of this policy, please read the full policy [here](https://secretariat.mcmaster.ca/app/uploads/Student-Appeal-Procedures.pdf).

## Petitions for Special Consideration

In those instances where a student acknowledges that the rules and regulations of the University have been applied fairly but is requesting that an exception be made because of special circumstances (compelling medical, personal, or family reasons) the student may submit, in a prompt and timely manner, a **Petition for Special Consideration**. Students are asked to contact the Program Administrator at ehealth@mcmaster.ca for information and forms.

The student’s supervisor and Associate Chair are normally required to provide their independent assessments of the student’s statement in the petition. Supporting documentation will be required but will not ensure approval of the petition. The authority to grant petitions lies with the School of Graduate Studies and is discretionary. It is imperative that students make every effort to meet the originally scheduled course requirements and it is a student’s responsibility to write examinations as scheduled.

In accordance with the Student Appeal Procedures, decisions made on Petitions for Special Consideration cannot be appealed to the Senate Board for Student appeals. Where any student feels there may have been discrimination on grounds in a protected social area as outlined in the Ontario Human Rights Code, they may contact the Equity and Inclusion Office to discuss initiating a complaint (Room 212 of the McMaster University Student Centre).

# Student Services and Campus Resources

## Accessibility and Accommodations

Student Accessibility Services (SAS) provides academic accommodation assistance and related supports to students with disabilities at McMaster Please refer to their [website](http://sas.mcmaster.ca) for more information.

## Libraries on Campus

eHealth students will n[eed](#_bookmark38) material from several libraries. Most library services can be obtained [online](https://library.mcmaster.ca/).

## Student Wellness Center

Formerly Student Health Ser[v](#_bookmark40)ices, the [Wellness Center](https://wellness.mcmaster.ca) is the student’s doorway to medical care, counselling, wellness education, and health promotion activities The Student Wellness Centre has a wide variety of programs designed to cater to the wellness needs of students. Please note that some programs are drop-in, and others require registration.

## Counselling Services

Several mental health services are available to graduate students at McMaster.

* [Good2Talk](https://good2talk.ca/): 1-866-925-5454 (free professional and confidential support for all students in Ontario)
* [Empower Me](http://studentcare.ca/rte/en/IHaveAPlan_SGPS_EmpowerMe_EmpowerMe) (graduate students) provides 24/7 accessible counselling services to empower you to thrive, crisis support, mental health and well-being services. Telephone: 1-844-741-6389
* [Crisis Outreach and Support Team (COAST)](https://coasthamilton.ca/): 905-972-8338 (if you or someone you know is experiencing a mental health crisis in Hamilton, please call for free, professional and confidential support)

## International Student Services

International students may find helpful information and resources via the School of Graduate Studies:

* <https://gs.mcmaster.ca/international-grad-students/>
* <https://gs.mcmaster.ca/ive-accepted-my-offer/international-students/>

### Social Insurance Numbers (SIN) for International Students

SIN stands for **Social Insurance Number**. It’s a 9-digit number that you need to work in Canada or to have access to certain enrolment and financial programs and benefits.

International Student Services in coordination with Service Canada usually runs drop-in clinics on campus on various dates through the year that provide international students with a Social Insurance Number. Each appointment takes roughly 10 mins. If you have questions about this service or up-coming clinics please email immigration@mcmaster.ca

## Ombuds Office

The Ombuds office at McMaster supports students, staff and faculty at McMaster to ensure everyone is treated in a fair and equitable manner.

Students might visit the office if they had concerns around appeals or petitions, exams, academic dishonesty, course rules or management etc. The office does not handle non-academic concerns.

To schedule an appointment, please contact the Ombuds Office at ombuds@mcmaster.ca 905-525-9140, ext 24151. For more information, read [here](https://www.mcmaster.ca/ombuds/).

## Career and Professional Development for Graduate Students

In addition to the eHealth CPD team, all graduate students have access to one-on-one advice, coaching and prep from McMaster’s Partner’s Advisor Network. To read more about this service read [here](https://gs.mcmaster.ca/current-students/resources/career-and-professional-development/).

1. McMaster University, *Academic Integrity Policy, (*Hamilton ON: July 2020) p.4 [↑](#footnote-ref-1)
2. Graduate Calendar, Section 6.5 [↑](#footnote-ref-2)
3. Graduate Calendar, General Regulations of the Graduate School, Section 2.6.10 [↑](#footnote-ref-3)
4. Graduate Calendar, General Regulations of the Graduate School, Section 2.6.11 [↑](#footnote-ref-4)
5. McMaster University, Research Integrity Policy, (Hamilton ON: July 1st 2017) p.5 [↑](#footnote-ref-5)
6. McMaster University, Student Appeal Procedures Policy, (Hamilton ON: March 2009) p.1-3 [↑](#footnote-ref-6)