



Finger Lakes  
SCHOOL *of* MASSAGE



## *A Journey Worth Taking*

BODY MIND SPIRIT

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[www.flsm.edu](http://www.flsm.edu)

Ithaca Campus 215 E State St. Suite 203, Ithaca, NY 14850 607.272.9024

Mt. Kisco Campus 272 North Bedford Rd., Mount Kisco, NY 10549 914.241.7363

Central MD School of Massage 1980 N Market St, Frederick MD, 21701 301.228.2214

## **MISSION STATEMENT**

The mission of the Finger Lakes School of Massage is to prepare each student for a career in Massage Therapy, by providing a holistic education that honors scientific and intuitive approaches to healing, creating a culture that invites exquisite care of self and others, and doing so in an atmosphere of joy, abundance, compassion, curiosity, and respect.

## **PURPOSE & PHILOSOPHY**

*Massage education that engages the head, the hands, & the heart.* In all of our programs, whether full-time or part-time, the Finger Lakes School of Massage emphasizes the development of knowledge and skill, professional preparation and working toward self-understanding. The primary goal of the school is to promote personal awareness through touch, inviting students to learn massage in a context of inquiry and empowerment.

Upon graduation from FLSM, graduates are eligible for licensing in New York State and for certification through the Federation of State Massage Therapy Boards, which is being accepted by an increasing number of states. The Federation administers the Massage & Bodyworkers Licensing Exam (MBLEx). Currently, New York State requires 1000 course hours of instruction. Graduates of FLSM's 1000-hour programs are also eligible to take the exams offered by most other licensing states. FLSM graduates are well-qualified to work fluidly with both allopathic and holistic medical models, and are offering therapeutic bodywork all over the country and world-wide. Because we take massage education seriously and approach it as a multi-faceted art form, our students leave FLSM able to apply themselves to the world of bodywork on many levels: technical, emotional, professional. Our philosophy is that learning and healing both take place more effectively when each person— student, teacher, client, therapist— is invited to be fully present as a whole being.

## **HISTORY, CERTIFICATION & OWNERSHIP**

The Finger Lakes School of Massage, originally known as The Florida Institute of Natural Health, was initially approved by the New York State Department of Education in November of 1992 as a branch of The Florida Institute of Natural Health in Gainesville, FL. FLSM in Ithaca began its first class in the spring of 1994. In 1995 the school was purchased by Cindy Black and Andrea Butje. The Finger Lakes Massage Group, Inc., is owned by David Merwin and John Robinson. Dave and John purchased FLSM in 2003 and continue FLSM's legacy and the educational philosophies upon which the school was founded. In 2008 they opened the school's first branch campus in Mount Kisco, NY. In December

of 2009, FLSM was granted accreditation by ACCET: Accrediting Commission of the Accrediting Council for Continuing Education & Training. In 2016 FLSM moved locations to the Ithaca Commons.

## **PERSONALIZED LEARNING**

In all classes, emphasis is placed on the value of individual needs within the learning process. Meaningful student-teacher contact is essential to learning at FLSM; our low student-teacher ratios facilitates personal attention and intentional presence in the classroom.

## **EDUCATIONAL OBJECTIVES**

Our goals as a school of holistic massage therapy are:

- To prepare students to become highly qualified, professional massage therapists.
- To help students develop good work habits and safe practices, promoting the health and wellbeing of themselves and their clients.
- To give graduates a thorough working knowledge of the structure and function of the human body and the theory and practice of health care methodologies.
- To prepare and qualify graduates to assume responsibilities in the healthcare field with a high degree of professionalism.
- To develop in graduates a professional attitude and commitment to ethical practices toward clients and fellow practitioners.
- To help students understand the scope of their practices and to develop appropriate referral skills.
- To provide students with a vehicle for the improvement of quality of life.

We value the opportunity to offer high quality massage education to students of widely varied ages and backgrounds- professional, educational, and cultural. When practicing massage, students work in pairs, giving and receiving the work of the day. In the massage classes, at least two and often four instructors are present, offering active mentoring during student practice. At FLSM the teacher to student ratio is 20:1 for lecture based classes, 12:1 for hands on classes. Students remain in their groups throughout their time at FLSM, providing consistency and the opportunity to develop close working relationships that frequently endure long past school. Students also have the opportunity to work one-to-one with an instructor during the program

## **CERTIFICATION PROGRAMS OFFERED**

To meet the needs of students with varied schedules and availability, we offer full-time and part-time certificate programs in therapeutic massage and hydrotherapy.

Whichever format you choose, you can look forward to enjoying the in-depth, innovative—and often transformative—educational experience for which FLSM is renowned. Upon graduation the student is awarded a certificate in Therapeutic Massage and Hydrotherapy for 1000 clock hours.

### **The Full-Time Program**

This program allows students to complete their education within eight months. Upon passing the NYS Licensing exam, graduates can begin their new careers as LMTs (Licensed Massage Therapists) within one year of class start. Classes meet weekdays from 9:00am to 5:00pm, providing students with the opportunity to fully immerse themselves in the learning experience and in the school community. Students also participate in several evening clinics each week.

### **The Part-Time Flex Program**

This part time program provides students the ability to attend school in a combination of previous part time timeframes. These classes run M, W and every other F evening from 6-9:30p and around 3 Saturdays a month from 9a-5p. Programs are completed in only 15 months of study. This schedule allows students to maintain their commitments to work and family while balancing focused learning with time for integration. Clinic will take place in the afternoons, evenings or on Friday/Saturday clinic days.

## **FLSM TEACHING PHILOSOPHY**

### **Holistic Education & PTP™**

At FLSM central to our educational philosophy is the idea that each person learns visually, auditorily, and kinesthetically with varying degrees of immediacy. Therefore, the curriculum is presented in all three modes, with inventive activities incorporated into each class. Students are encouraged to notice how they learn best and to work with the resources of the school to maximize their learning experience. As a staff, we continue to deepen our understanding of holistic education through our ongoing explorations in the Personal Thinking Patterns theory- PTP™. If you are interested in learning more about multi-modal education prior to enrollment, we suggest you explore the following books: *The Open Mind* by Dawna Markova and *How Your Child IS Smart* by Dawna Markova and Annie Powell, innovators of PTP™.

## **STUDENT MASSAGE CLINIC**

The FLSM Student Massage Clinic provides an opportunity for our students to offer supervised massage to the public and to receive valuable feedback about their work while they fulfill their requirements for New York State Certification.

## **STAFF AVAILABILITY**

Our staff and faculty members are dedicated to being available for questions, concerns, or trouble-shooting. We encourage students to view us as resources and partners in their education.

Optional lunchtime discussion and/or review sessions are scheduled regularly, giving students the opportunity to gather in small groups with a variety of instructors and administrators and to share more informal learning experiences.

## **CHILD CARE**

Ithaca: The Day Care Council at 607-273-0259 or [www.daycarecouncil.org/centers.htm](http://www.daycarecouncil.org/centers.htm) can provide information about child care in the Ithaca area.

Mount Kisco: The Mount Kisco Chamber of Commerce can provide information about day care in the Mount Kisco area. [www.mtkiscochamber.com](http://www.mtkiscochamber.com)  
914-666-7525.

## **ADDITIONAL OFFERINGS**

Students have the option to attend affordable morning and after school classes in bodywork-related subject matter, including topics such as Tai Chi and Yoga. Students with special skills or experience are encouraged to offer morning or evening classes. Students may also choose to attend free lunchtime seminars with health-care practitioners from the Ithaca community or staff. All such offerings are designed to address self-care and to help students strengthen their developing referral and networking skills.

## **STUDENT AND CAREER SERVICES**

### **GRADUATE PLACEMENT:**

FLSM offers job placement assistance to all graduates of their program. As a result of their training at FLSM, graduates gain the skills to work in personal private practice, spas, chiropractic and sports clinics, and other health care environments. Job fairs are held at FLSM with field related employers attending. The FLSM website also has ongoing job listings, available only to FLSM grads. We also offer ongoing support with starting your own practice, in conjunction with business classes offered during the 1000-hour program. While FLSM makes every effort to assist graduates in reaching their vocational objectives, job placement is not and cannot be guaranteed. FLSM's Student and Career Services department is available for student support regarding any issues that may arise during the program— from specific learning challenges, to questions about school policies, to resources for writing cover letters and resumes. Student and Career Services posts regular office hours and hosts a variety of informational sessions each program. While the Finger Lakes School of Massage does not offer psychotherapy or counseling, we do provide referrals to local professionals upon request, and actively encourage all entering students to establish and maintain personal support systems. Student and Career Services can provide information on a variety of local resources.

## **LEARNING RESOURCE CENTER**

A rich collection of bodywork-related books is available for loan to students throughout their time at school. In the classroom, students have access to our reference library, which provides resources for research and creative problem-solving. Current journals and periodicals on massage, movement, and health are also available. The video and audio tape libraries provide students with resources for review and make-up work. Massage class lectures and

demonstrations are video taped and kept on file. The resource center is also the center for assisting students with job placement. Student and Career services uses the resource center to help students research job openings, conduct cover letter and resume workshops, and generally helps students decide where they want to begin their careers as LMT's.

## **SCHOOL STORE**

Recommended books and study aids, massage supplies, anatomical charts, essential oils, and other bodywork-related items may be found in our school store. Because store hours fluctuate with program cycles, it is wise to call before making a special trip.

## **MASSAGE TABLES & CHAIRS**

FLSM provides all massage tables and chairs needed for in-class practice and for the Student Massage Clinic. Students are not required to purchase massage tables or chairs during the program. However, new and used equipment may be purchased directly through the school store at affordable student rates.

## **STUDENT INSURANCE**

Under a policy held by the school, all students have liability coverage during class and required practice sessions. Any practice taken place at the school or a school sponsored clinic site is covered by this insurance policy. Students may not practice massage in any non-authorized or supervised public space.

## **STUDENT IDENTIFICATION CARDS & DISCOUNTS**

FLSM provides each student with a Student ID Card, allowing for discounts at select area businesses and restaurants.

## **TRANSPORTATION**

The City of Ithaca offers public transportation. There are many bus stops throughout town and FLSM is located along a main bus route. You may wish to inquire about accessibility to the local busses when seeking housing. The Tompkins County Airport in Ithaca offers major airline service, and Hancock International Airport in Syracuse, NY, is just an hour to the north. National bus lines also serve Ithaca, making the city accessible to larger metropolitan areas.

Students at the Mount Kisco campus can take a short 50 minute ride on the Metro-North Harlem Line from Grand Central Station to the Mount Kisco Station. The school is a one mile walk or cab ride from the train station. Several local bus lines, including Westchester's Bee Line Bus route #19 service the Mount Kisco area and North Bedford Rd. The White Plains Airport offers major airline service to the area and JFK and LaGuardia Airports are approximately an hour to the south.

## **Social Media**

FLSM's Social media serves as a central meeting place, offering personal and professional connection exclusive to our graduate community. One can be sure to find posts discussing current trends in the bodywork profession, graduates sharing information about useful products, literature and even helpful marketing tips.

FLSM instructors and administrators often write posts posing provocative questions or to simply say "hello". Our Admissions department moderates our page to help facilitate new topic discussions or to simply pass along news from the halls of FLSM.

## **NETWORKING EVENTS**

FLSM networking events are designed to sponsor ongoing connection among graduates from all programs. We also periodically host on-campus gatherings and reunions, welcoming graduates back "home" to FLSM.

## **ALUMNI MASSAGE CLINIC BENEFIT**

In addition to offering bodywork in community service clinic settings, current students offer massage at low cost to the general public. FLSM alumni, however, may receive clinic massage free of charge. We are well aware that massage therapists benefit from regular bodywork, and that alumni are able to provide students with the gift of informed feedback. Graduates wishing to add their names to the list of potential clinic clients should contact each campus individually. See catalog insert for contact information.

## **NATIONAL ORGANIZATIONS**

As highly trained massage professionals, graduates are eligible for membership in the American Massage Therapy Association (AMTA), the International Massage

Association (IMA), the Associated Bodywork and Massage Professionals (ABMP) and many other professional organizations offering benefits such as inexpensive insurance coverage, conferences and networking opportunities.

As greater numbers of people integrate complementary healthcare modalities into their lives, the demand for massage therapy continues to grow. Massage Therapists are enjoying wider application of their skills than ever before, working in both alternative and allopathic venues. Not only are more individual clients seeking massage, but many other health care practitioners are coming to view massage as a valuable companion therapy to their own and are referring clients to Licensed Massage Therapists, creating networks to support whole health and recovery.

Graduates from our programs have successfully created niches in hospitals, hospices, extended-care facilities, retirement communities and wellness centers. They have found employment with chiropractors, physical therapists and acupuncturists, offering touch for injury rehabilitation, assistance with healing, self-awareness, and not-to-be underestimated stress relief and relaxation. Other graduates are teaching courses in massage at universities, chiropractic colleges and massage schools. Others are teaching massage in their own communities at clinics, community centers and health fairs. Health clubs, sports and fitness centers, salons and health spas also employ FLSM graduates. And, as is true across the bodywork profession, most alumni establish their own practices and enjoy the flexibility of self-employment. We frequently hear from past students that practicing massage has afforded them the option to work their own hours, work in their own homes, or otherwise create more full and satisfying lives, with time for family and other pursuits.

## **LOCATIONS:**

### **ITHACA CAMPUS**

Located at the southern end of the Finger Lakes Region of New York State, the Ithaca area is rich in state park land, hiking trails, culinary cuisine, wineries and waterfalls. The area features Cayuga Lake, opens to the Great Lakes and Atlantic Ocean. Ithaca is a town with a history of cultural vitality— from filmmaking in the early 1900s, to Carl Sagan’s legacy, to a rich local music venues. A center for art, theater, literature, and music of all stripes, Ithaca has maintained a downtown center with many bookstores and fine restaurants, including the legendary Moosewood. The Ithaca Commons is a focal point for many community activities and shopping. Ithaca enjoys the cultural benefits of Cornell University and Ithaca College— concerts, theater productions, and lectures— and attracts people from all over the world. Students have particularly

enjoyed the local wildflower preserve, the annual Ithaca Festival, Chili Cook Off, Fall Apple Festival and daily meditation opportunities at the local Tibetan Buddhist monastery. Ithaca has a three-season Farmer's Market on the inlet leading to Cayuga Lake, complete with organic produce and canoes to rent as well. Ithaca also supports a vibrant and varied bodywork community and an evident enthusiasm for many ways of healthful living.

For more information about the Finger Lakes Region and the Ithaca area, please contact the Ithaca/Tompkins County Convention & Visitors Bureau at 800-284-8422 or at <http://www.visitithaca.com>.

Our Ithaca campus is located on the Ithaca Commons in the Rothschild Building. Our school is on the second floor and includes administrative offices, three classrooms, a student study, a student kitchen, school store and a large open community space. Our Admissions office is located on the 2nd floor of the same building.

Within each classroom there are massage tables and shiatsu mats for hands-on classes and clinic time, or muscle palpation activities. For our students' comfort we have: tables and chairs, back jacks, zafu cushions and physioballs. Skeleton models are available for students to reference during both class and lab time. The classrooms also have array of materials that students may use in their projects during lab time.

We have plenty of storage outside of the classrooms for students to hang their coats and store their bags. Lockers are also provided for student use. We do provide refrigerators where students may store snacks and lunch. Microwaves for student use are also available.

Our community space is a great space for students to unwind and study. It includes a library with books and games, café tables, comfortable couches and chairs, and wireless internet. Filtered water and restrooms are on the main floor.

### **MT. KISCO CAMPUS**

In our mission to identify a location for the branch school of the Finger Lakes School of Massage, New York's Lower Hudson Valley was the obvious choice. Known for its year-round beauty, vibrant fall foliage, majestic palisades, rolling mountains, and breathtaking Hudson River views, this corner of New York State is one of the most beautiful areas in the country. The Lower Hudson Valley has

been renowned for decades as a center of art and culture. Students can stroll along trails leading to scenic landscapes depicted in the works of Thomas Cole and other well-known artists. This area is well known for its rich historical significance, dating back to the Revolutionary War. It served as a temporary home to George Washington, and as a permanent home to many prominent New Yorkers, including Washington Irving and the Rockefeller family. Centrally located in Westchester County, the town of Mount Kisco is a small epicenter of commerce that has a down-to-earth feel. Culturally rich, this thriving artistic community is full of local boutiques and family owned restaurants that cater to the needs of our student body. We occupy one floor, 11,000 square feet, of an old brick building roughly one mile from the heart of Mount Kisco and the Mount Kisco train station.

The Mount Kisco Campus has the capacity to hold of 36 students in our two largest classrooms, and 25 in our two smaller classrooms.

**Our Classrooms:** In the Science Classrooms you will find tables and chairs, backjacks, pillows, and physioballs for student comfort and ease. Skeleton models, muscle charts, and organ models are provided for students to reference during class and lab time. The Massage Classrooms hold a variety of massage tables and chairs, as well as shiatsu mats for student use. You will also find backjacks, pillows, chairs, stools, and physioballs for students to sit on during practice. Dimmer switches, floor lamps and music help to create a soothing atmosphere for massage. A flat screen TV, DVD player, and LCD projector are available for classroom use.

**Student Amenities:** In the Student Lounge, located just outside of the classrooms, there are comfortable couches and chairs for studying and socializing. Next to the Student Lounge there is a Student Shoe Room that provides student storage and is equipped with a refrigerator, microwave, and filtered water. Small lockers are made available to students. Additional tables and seating are available for student use in the Atrium. In the library you will find various books, magazines, dvds and computers. Tables and chairs, pillows, a hot water heater for tea and a large comfy couch are provided in this quiet space. A patio space is available with picnic tables and a garden for use on nicer days. There is ample student parking at the back of the building. FLSM's Bookstore offers all required materials for students to purchase in addition to select essential oils, educational charts and supplies, and FLSM apparel. Administrative offices and facilities can be found just down the hall from the Bookstore. Handicap bathrooms are readily available throughout the space.

## **VISIT A CAMPUS**

We encourage you to join us for a tour of our school. During the tour, you will have the opportunity to view classes in session, meet instructors, ask any questions you may have about our programs or the profession, and take in the welcoming atmosphere of FLSM. If you would like to participate in a tour, please call to schedule. Family and friends are always welcome.

## **ADMISSIONS REQUIREMENTS**

A prospective student applying for any program must:

- Be a high school graduate or equivalent, providing a copy of high school transcript or high school equivalency (GED).
- Receive at least one professional massage.
- Be at least 17 ½ years old at the start of class.
- Demonstrate an ability to maintain appropriate professional boundaries.
- Demonstrate an ability to balance attention between self and others.

## **APPLICATION PROCEDURES**

A prospective student applying for any program must:

- Submit a completed application and all required documents.
- Attend an official tour of the school (please call to register).
- Schedule an interview with a school administrator, if needed.
- Submit a non-refundable application fee of \$50.

FLSM has an “Early Application Deadline” for applicants in each cohort. This deadline is set two weeks before the scholarship application deadline. The intention of this deadline is to facilitate a more timely application process, to allow students adequate time to apply for the FLSM scholarships and to ensure Enrolled status is easily reached by the first day of school. Those students applying to the cohort after the deadline are still eligible to begin that cohort.

The \$50 application fee, or Intro Seminar payment which counts as an application fee, are valid for one year from the date paid.

A prospective student may be asked to schedule an additional telephone or personal interview with a school administrator and/or complete our Admission Assessment (please see below for details). All applications are reviewed by the Admissions Staff and Directors. FLSM will notify applicants of their status within two weeks of receiving their complete application file.

The intention of the admissions assessment is to give the student a better understanding of the skills required to be successful in FLSM's program. It also functions to give the administration an idea of the skills the applicant possesses and what type of support we might offer to an applicant during their program.

This assessment may be given to any prospective student who:

- o Shows very poor written skills on his or her application essays
- o Earned grades that were below 75 in science courses in high school. If a student has completed sciences courses as part of additional higher education, with a grade above a 75, that will override the need for the assessment.
- o Is an ESL student
- o Has been out of school for more than 5 years
- o Earned a GED
- o Shows any concerning behavior or interactions during the admissions process.

The assessment will not be automatically administered to all applicants. This assessment alone will not determine whether or not an applicant is accepted into the program.

## **CRIMINAL BACKGROUND**

If a prospective student has a criminal history, the Admissions team discloses that NYS will administer a criminal background check when they sit for their licensing exam. The Admissions team lets the prospective student know that this background check may prohibit them from obtaining a NYS licensure upon passing the NYS massage therapy exam.

## **ONLINE APPLICATION**

Our secure website allows prospective students to apply directly via the internet. The easy-to-use, online application may be accessed at [www.flsm.com](http://www.flsm.com).

## **STATEMENT of NON-DISCRIMINATION**

The Finger Lakes School of Massage does not discriminate on the basis of sexual orientation, gender, race, ethnicity, place of origin, or religion. We celebrate the diversity of the global massage and bodywork community. Student

admission decisions are made without regard to an applicant's age, race or ethnic origin, religion, sex, sexual orientation or disability. The school also practices compliance with all EEO laws. In compliance with the Americans with Disabilities Act, reasonable accommodations will be made for students with disabilities who are admitted to the school.

## **STUDENTS WITH DISABILITIES**

**Eligibility:** (for disability services) Anyone who meets the entry level-age criteria of the college and who can document the existence of a disability as defined by the 504 ADA.

**Documentation:** Students are responsible for obtaining disability documentation from a professional who is qualified to assess their particular disability.

**Receiving Services:** Students are responsible for telling the Education Director and Faculty that they have a disability, and for requesting accommodations for each class. Accommodations (not special education) are provided so students with disabilities can access the educational programs or courses used by other students.

**Self-Advocacy:** Students must be able to describe their disability, identify strengths and weaknesses, and identify any accommodations needed and how to be a competent self-advocate.

**Physical Barriers:** The school is equipped with an elevator and seating can be arranged to accommodate any students preference and need.

### **Reasonable Accommodations and Academic Adjustments**

Educators must make necessary modifications to the academic requirements of a course of study. Educators, however, are not required to waive the requirements that are essential to the course or if it would constitute a fundamental alteration to the program. Whether a requirement is essential is determined on a case-by-case basis. Consulting with the professor or instructor and reviewing the course description may be helpful in determining if a requirement is essential.

If a requested accommodation or adjustment is unreasonable, staff should work with the student to find alternatives that are reasonable. Common academic adjustments include extended time for exams, taking exams in quiet locations, or taking tests in alternative formats (such as substituting multiple choice exams for written exams, or vice versa). In other cases, it may be reasonable to read exam questions or alter the delivery of material.

## **PLANNING *for* YOUR FUTURE MASSAGE PRACTICE**

Please research requirements for massage therapists in the country, state, or province where you wish to practice. Requirements can vary. Holding both a massage therapy license and current registration are required to practice massage therapy in NY, including New York City. The Federation of State Massage Therapy Boards offers a certification exam for which you may be eligible (MBLEx). Please contact the Federation: 866.962.3926 or [www.fsmtb.org](http://www.fsmtb.org).

## **PROFICIENCY *in* ENGLISH**

FLSM requires fluency in the English language adequate to learning detailed medical information as well as giving and receiving feedback in the clinic and massage classroom. Our classrooms are English-speaking classroom, without a translator or tutor. Particularly important are reading, listening and speaking skills.

## **HIGH SCHOOL EQUIVALENCY TRANSCRIPTS**

New York State requires that we have your translated and notarized high school transcripts on file, showing the completion of education equivalent to US grade 12. We suggest attending to this as soon as possible, as the process may take time. You may also provide a copy of the GED or TASC exam.

## **TRANSFER POLICY**

If a prospective student has a massage education from another state and requires a limited number of hours to meet the NYS requirement, we recommend that they call the New York State Education Department (518-474-3817 ext. 270) to ascertain whether they are eligible for a letter of deficiency or if they are

eligible to apply for licensure by endorsement. FLSM does not offer individual courses to students with letters of deficiencies.

- Students wishing to transfer credit into an FLSM program must have taken those credits from an institution which is accredited by an agency recognized by either the USDOE or the Council for Higher Education Association.
- Tuition will be adjusted for those students who transfer credits into the program as follows:
  - $\text{CURRENT TUITION} - [\text{NUMBER OF HOURS ACCEPTED FOR TRANSFER} \times (\text{TUITION} / 1000)] = \text{TUITION DUE}$
- Transfer credits will not be used when calculating satisfactory academic progress.
- There are no fees associated with the evaluation of credits for transfer.
- Applicants who are denied acceptance of transfer credits may appeal the decision. To appeal a denial, a meeting must be arranged with the Campus Director to review the reason for denial. Please note that FLSM's transfer policy reflects the regulations established by the New York State Department of Education, and therefore, must be followed.
- If a student or alumni wishes to transfer credits taken at FLSM to another educational facility, FLSM will provide upon written request from the student: official transcript and diploma, course syllabi, and course descriptions. Individual institutions are responsible for determining the eligibility of transfer credits.

### **Transferring the Sciences:**

A transfer applicant may transfer in either Anatomy & Physiology (245 hours) or Kinesiology (Myology) (150.5 hours). Applicants wishing to transfer Anatomy and Physiology must demonstrate that they have completed 50 hours of neurology. Applicants must also demonstrate that they have completed the entire Anatomy & Physiology or Kinesiology curriculum at their previous school. If an applicant has completed the correct amount of hours, but has not completed the entire curriculum at their previous school, FLSM will not award transfer credit. The applicant may not transfer both A&P and Kinesiology, as this would surpass New York State's requirement that only 25% of coursework may be transferred.

### **Procedure for transfer:**

1. Submit a transfer application (standard application with box checked indicating intention to apply for transfer credit). Applicant must also provide all items required for standard application: HS transcripts/GED, essay responses, tour, possible interview, references.

2. Provide a transcript, course catalog, and a full description of the course content from the college or massage school from where the transfer credit was obtained.
3. Science Courses being considered for transfer credit must be the equivalent of 245 A&P hours or 150.5 Kinesiology Hours Standard Credit Hour Conversions are as follows: Classroom (Didactic) Instruction earns 1 Credit Hour for every 15 clock hours Lab and Clinical Training earns 1 Credit Hour for every 30 clock hours
4. Complete a mandatory phone or personal interview to review previous science or bodywork education and to ensure that transfer application policies are clearly communicated and understood.
5. If all the requirements described above are met, the applicant will be approved to sit for a challenge exam, which must be passed with a score of 75% or higher to be awarded transfer credit. The applicant will receive an outline of exam content, and they may also purchase FLSM texts or manuals for studying purposes. Exam will be administered during office hours, to be scheduled by an administrator and the applicant.
6. If the student does not pass their challenge exam, will be no re-takes if the exam is not passed on the first try.

### **Transferring Shiatsu**

Transfer applicants may transfer 70 hours of Shiatsu following the procedure for transfer as outlined in the science section. Applicants must demonstrate that they have completed the entire Shiatsu curriculum at their previous school. If an applicant has completed the correct amount of hours, but has not completed the entire curriculum at their previous school, FLSM will not award transfer credit. The challenge exam is 50 questions. Applicant must pass the exam with a score of 75% or higher to be awarded transfer credit.

### **Transferring Clinic**

Up to 30 hours of clinic may be transferred following the procedure for transfer outlined in the science section. There is no challenge exam or tuition reduction for transferring clinic time. If the maximum number of hours is awarded (30 hours), the student is exempt from four clinic I sessions (2 as therapist and 2 as client), from seven public sessions, and from four miscellaneous sessions in clinic II. The student must complete all other clinic requirements in clinic II.

### **Essential Notes**

- If an applicant passes their challenge exam they will be accepted as a transfer student and sent a transfer student enrollment agreement (with changes made to reflect tuition reduction) and information indicating the days from which they are exempt. Student will be told that changes to the schedule occasionally happen at the last minute. *They will need to adhere to an attendance policy proportional to that of regular students.*

- If a transfer applicant does not pass the challenge exam(s), they will be accepted as a regular student and sent the regular acceptance packet, along with a letter informing them of their challenge exam score(s).

- Anyone with nearly 1000 course hours or more will be directed to NYS Credentials Assessment. We do not review their transcripts.

- Transcripts awarded by FLSM do not indicate which course hours were transferred into our institution. All transfer application materials (letters, transcripts, course catalogs, etc) and information regarding credit awarded will be recorded in the applicant's individual file.

## **FINANCIAL PLANNING**

We appreciate that education is an important investment & strive to make financial issues as stress-free as possible. Please don't hesitate to ask for assistance or support.

## **CONTACTING *the* FINANCIAL AID PLANNING OFFICE**

For each full-time and part-time program, there are important dates and other information to take into account. Please contact our Financial Planning Department for program-specific information, more details about programs, or with any questions you might have [finaid@flsm.edu](mailto:finaid@flsm.edu).

## **FEDERAL STUDENT AID**

Students attending the Finger Lakes School of Massage may be eligible to participate in the Direct Student Loan Program as well as the Federal PELL grant program. To apply for this funding please visit [www.FAFSA.ed.gov](http://www.FAFSA.ed.gov) and complete the Free Application For Federal Student Aid.

If you are applying for admission to our Ithaca Campus, please use federal school code 041676.

If you are applying for admission to our Mt. Kisco Campus, please use federal school code E01868.

## **OTHER OPTIONAL & PERSONAL EXPENSES**

Additional optional costs\* related to massage school include:

New York State Massage Licensing Fees \$358

MBLEX \$195

Ithaca Campus: Potential Parking Fee of \$0-95 a month.

Many students wish to purchase a massage table of their own. Tables generally cost between \$500 and \$800. The FLSM school store offers new and used tables at student rates. Lodging, meals, transportation and personal expenses are not included in the cost of tuition. It is recommended that students allocate funds for these expenses separately.

\*Costs are approximate and may fluctuate with each program.

## **SOURCES of GOVERNMENT ASSISTANCE**

Students (US citizens and legal residents) may be eligible for funding through the following government sources:

- Students attending the Finger Lakes School of Massage may be eligible to participate in the Direct Loan Student Loan Program as well as the Federal PELL grant program.
- Workforce Investment Act (through the regional Department of Labor)
- Veterans' Administration 1.800.827.1000
- Adult Career and Continuing Education Services (ACCES-VR) 1.800.222.5627. Please contact the ACCES-VR office in your county to begin application process or ask the FLSM Financial Aid office for assistance.
- Commission for the Blind
- Bureau of Indian Affairs
- Students may continue receiving unemployment benefits while enrolled at FLSM, if eligible

## **SALLIE MAE CAREER TRAINING SMART OPTION LOAN PROGRAM**

Once accepted as an FLSM student, you may be eligible to borrow the full tuition amount plus funds for living expenses. Interest payments on the SLM loan begin 30 days after the first loan disbursement. Please request the loan start date be one month prior to FLSM program start date. Repayment begins 30 days after disbursement. You have the option of making interest-only payments while in school. No prepayment penalties. Contact Sallie Mae at: 1-877-279-7172; <https://www.salliemae.com/student-loans/career-training-smart-option-student-loan/>

## **TFC TUITION FINANCING**

TFC Tuition Financing is available to finance tuition amounts only: this option cannot be used for living expenses. Students signing a Tuition Financing Contract may not receive refunds – overpayments from other sources go first towards reducing the TFC contract balance. TFC requires monthly payments towards the tuition balance, followed by payments extended out beyond graduation for a maximum term of 36 months. TFC Tuition Financing is at 5.5% interest fixed for the life of the contract. Automatic payments (checking account or credit card) are required and there are limits to amounts that can be financed.

## **FLSM PAYMENT PLAN**

We offer a flexible internal payment plan which carries a fee of \$300. Please contact our Financial Planning Office for details.

## **FLSM SCHOLARSHIP PROGRAM**

Each program, FLSM awards a scholarship with the intention of assisting talented and creative individuals in pursuing an education in massage therapy. Recipients are selected based on financial need via written essays that specifically demonstrate the student's commitment to enhancing their life and community through the practice of bodywork. Please contact Financial Planning Department for more information.

Scholarship Conditions:

- Up to \$6,000 in scholarships (a maximum of \$2000 per student) will be awarded to students accepted into each of FLSM's cohorts.
- Only students accepted into a specific cohort are eligible.
- Applications must be postmarked by the stated deadline to be considered, usually 1-2 weeks prior to each start.

- Notification of scholarship committee's decision will be mailed within 2 weeks of deadline.
- Entries will not be returned to the author.
- Scholarship must be used towards a non-refundable tuition reduction.

## **MORE OPTIONS & IDEAS**

Your local library's reference section and the internet are good places to begin your funding research. Many students have chosen to take personal or home equity loans from banks with which they are familiar. Students already employed in the health care field might consider asking their employers to sponsor their massage education.

## **PROGRAM OVERVIEW**

All full-time and part-time programs offered at FLSM integrate three areas of work: the development of knowledge and skill, professional preparation, and the development of self-understanding and compassionate awareness. Effort is made in all classes to provide classroom experiences which integrate factual and experiential education, encourage individual exploration and interactive learning, and support students to discover the ways in which they each learn best.

Successful completion of either the full-time or part-time course of study prepares graduates to sit for the New York State licensing examination as well as the National Certification examination. Program hours are calculated in clock hours. Total program hours equal 1000.

## **CURRICULUM**

Following are all units of study offered in FLSM's full-time and part-time programs.

### **Swedish Massage** 84 hours.

This course provides students with a working knowledge of Swedish Massage; which is designed to move blood and lymph, relieve muscle aches and increase a client's relaxation and sense of well-being. Students will also learn to use proper body mechanics when giving massage. The course will incorporate short lectures about technique, contraindications of massage, intent, communication skills, physiology, demonstrations, as well as time for students to give and receive bodywork. This class will also include further information on FLSM's

approach to teaching in a community atmosphere as well as introductions to Clinic and Community Service requirements of the program.

**Kinesiology** - 150.5 hours

Kinesiology is the study of muscle, bone and their combined effort to create movement in the human body. Movement, in this course, is described using anatomical and mechanical principles. Class will be a combination of lecture, demonstration, group and individual activities and lab time. Students learn to employ scientific knowledge through palpation, experimentation, and massage application. This course includes four days of Practical Applications which includes Assessment Skills, Application Skills, Goal Setting and Creating a Treatment Plan (including client evaluation skills to mark progress) and Roll Playing and Practice of Assessment, Planning, and Application to support the student's competence and confidence upon entering the field.

**Anatomy & Physiology** - 245 hours

Anatomy and Physiology is taught with an emphasis on the application of knowledge to the practice of massage. The subject matter is taught in terms of the systems of the body and their functions and interactions. The course includes a study of tissue development from the cellular level to organ systems, with a special emphasis on the relationships among muscle, the nervous system and connective tissue. Content includes; language of anatomy, cells, tissue, integumentary, articular, respiratory, skeletal, muscular, digestive, nervous, cardiovascular, urinary and reproductive systems. Discussions include the physiology of muscle pathology, preventative health maintenance, and an introduction to the principles of nutrition. Emphasis is also given to the physiology of emotional experience and the role of the body-mind connection in chronic tension. Topics in Neurology and Pathology are also covered. Finally, a full program review is offered along with study guidelines for the New York State exam. A practice exam will prepare the student to pass the boards with confidence.

**Communication Skills** – 45.5 hours

Communication Skills classes are offered throughout the program with the intention of teaching students the verbal skills necessary for the practice of massage therapy. During these classes we will explore topics of ethics, professional boundaries, principles of clear communication, and the process of guiding clients through their emotions. Also included is the first day of school at FLSM which is filled with orientation activities created to welcome the students,

introduce them to the staff and fellow students and as well as to the teaching approaches and communication styles at FLSM preparing them for the days ahead.

**Elder Massage - 10.5 hours**

Elder Massage focuses on the specific population of people over 65yrs of age. Mainly focused on clients in assisted living, retirement communities, and/or nursing homes. Common pathologies that massage therapists will encounter with the elder population and the many ways to address them. The following pathologies will be addressed: Arthritis, osteoporosis, diabetes, alzheimer's and high blood pressure. The unique physical setup of working in a skilled nursing facility is also covered. Working with a client in a wheelchair, hospital bed, furniture in their own space.

**Self-Care for Massage Therapists - 7 hours**

Self Care is of vital importance to the health, wellbeing and career longevity of the massage therapist. In this class, we will explore a variety of approaches to the subject including hand care, stretching, meditation, yoga, tai chi and, nutritional and emotional wellness. And, each student will create a self-care plan.

**Kinesthetic Awareness through Movement (KAM) - 21 hours**

Kinesthetic Awareness through Movement (KAM) is an exploration into using gentle movement with our clients. This work focuses on individual joints and on the connection among joints in motion, and can be experienced as deeply relaxing, integrating, fun and joyful. At the end of KAM, students give 45 minutes of bodywork to a staff person and receive direct, in the moment feedback in a practicum session.

**Chair Massage - 7 hours (1.25 hours of lecture, 2.25 hours hands on):** A massage chair is a useful tool for marketing your massage practice or offering on site massage. This class will discuss and prepare you for those opportunities. The student will learn to perform a complete massage chair routine.

**Sports Massage - 7 hours**

This course is designed to help athletes prepare their bodies for optimal performance, recover after a big event, or function well during training. Sports massage is also good for people with injuries, chronic pain or restricted range of motion. This course will introduce students to the different types of sports massage through lecture, demonstration and hands-on experience.

**Pregnancy Massage - 7 hours**

This course gives a thorough introduction to massage for pregnant clients including considerations and contraindications, positioning, labor support and a discussion of infant massage.

**Energy Palpation and Reflexology - 38.5 hours**

Energy Palpation is an introduction into the art of Polarity therapy and Reflexology. The theory and the practice of these two art forms are covered. Additionally, this course provides an introduction into Eastern theories and Eastern approaches to bodywork. Students are taught to recognize areas of energetic deficiency and/or excess. Specific techniques to improve and balance energy flow are explored. The connection between the mind, the body and the body's energy systems are discussed.

**Shiatsu 1 - 28 hours**

This course provides an introduction to the basic concepts of Shiatsu practice and Traditional Chinese Medicine. This course introduces Shiatsu practice as a system of thought, treatment, and lifestyle in the context of medical intervention and healthy living. Focus will be given to Ki, Hara, Heart Exercises, Tsubo Points, and Makko Ho stretch exercises. Students will learn specific shiatsu techniques and body mechanics for supine and prone clients. The skills provided will enable students to give a basic Shiatsu session by the end of the course.

**Connective Tissue Therapy (CTT) - 66.5 hours**

Connective Tissue Therapy is a “deep” form of massage, which targets the connective tissue in the body. This course teaches students to lengthen the fascial component of chronically shortened muscles allowing muscles to return to a relaxed state. Students are taught to work slowly and deeply and to attentively listen to subtle changes in tissue. Postural holding patterns are discussed and analyzed along with coordinating bodywork treatments. Treatment protocols for increased range of motion and ease of mobility are also discussed. A cumulative mid-term exam covering all topics taught to this point in the program. At the end of CTT, students give 45 minutes of bodywork to a staff person and receive direct in the moment feedback in a practicum session.

**Body Mechanics - 3.5 hours**

Proper body mechanics are essential for the health and longevity of the professional massage therapist. This class will present the principles of good body mechanics and the techniques for its use at the massage table.

**Shiatsu 2 - 45.5 hours**

In Shiatsu 2 the theories behind Shiatsu practice and Traditional Chinese Medicine are explored in greater depth. Focus will be given to the location of the meridians, the beginning and ending points of the meridians and specific tsubo points during bodywork practice. Students will learn to incorporate the physical and psychological associations of the five elements into a shiatsu session. The principles of ki and hara will be further explored and the students will continue practicing the Makko Ho meridian stretch exercises. Students will be invited to apply shiatsu theory into practice by giving full body shiatsu sessions based on a basic understanding of eastern medicine.

**Intro to Business for Massage Therapists - 21 hours**

Business classes are offered during the second half of the program to assist students in the basic business principles of massage, such as record keeping, advertising and marketing, and navigating the laws of massage therapy. This knowledge is essential to the success of the professional therapist. An alumni panel offers the students a realistic view of the practice of massage from working graduates of the FLSM program.

**Essential Oils – 10.5 hours**

This course focuses on specific therapeutic essential oils that will benefit massage clients as well as the massage therapist. The healing properties focused on are directly related to soft tissue injuries, increasing circulation and therapist self-care. Information is also given on the business aspect of incorporating the use of essential oils into a massage practice, identifying and buying quality supplies and using safe dilution guidelines.

**Neuromuscular Therapy (NMT) – 17.5 hours**

Neuromuscular Therapy (NMT) is a directed, precise modality, focusing on specific sites of muscular irritation in order to relieve pain. These spots are often felt as “knots” in the muscles. This course is meant to give students a working knowledge of how to locate and treat trigger points in a variety of muscles and to assist them in developing communication and palpation skills.

**Swedish Massage 2 -14 hours**

In Swedish 2, students will practice and review ways to use their bodies to minimize stress during the practice of massage. The course will focus on reviewing techniques from Swedish I and integrating other modalities into a complete bodywork session.

**Pathology - 24.5 hours**

Pathology is an integrative modality which brings together information learned in both the science and massage classrooms. Students will learn the diseases and other health conditions which entry level massage therapists are responsible for knowing. Approaches to pathologies specific to particular massage modalities and to Anatomy & Physiology and Kinesiology are also taught within those courses, yielding an aggregate 100 hours of study.

**Hydrotherapy - 17.5 hours**

Hydrotherapy presents the theory and practice of the therapeutic application of heat and cold for specific conditions. Students experience the use of contrast applications, castor oil packs, icing for specific injury and several modes of heat administration. These classes address integrating hydrotherapy techniques into massage practice.

**Oncology Massage - 3.5 hours**

Massage therapists will often have the opportunity and responsibility of working on clients with cancer. This class is a discussion of the benefits of that work and what the therapist needs to know to perform it safely and surely.

**Medical Massage - 21 hours**

Medical Massage focuses on specific musculoskeletal pathologies and the many ways to address them by integrating a variety of modalities.

**DanSe of Massage - 3.5 hours**

DanSe of Massage is a class designed to assist the student in integrating techniques from various modalities of massage into a flowing dance of movement and healing with a client through exploration and application.

**Of Sound Body - 3 hours**

This class is an introduction to sound and healing utilizing music, tuning forks & voice blended into Bodywork from an historical perspective and practical applications.

**Clinic - 94 hours**

In addition to regular classroom hours, students are required to complete a clinical course. Emphasis is placed on professional preparation as students train to work intensively with members of the community. A percentage of each student's practice sessions are community service massages; students may choose among several internship options including working with hospital patients, nursing home residents, and adults with developmental disabilities. This aspect

of the clinic provides students with a wide range of practical experiences and provides members of the community with beneficial therapeutic massage they may not otherwise receive. All clinical sessions are supported by staff supervision. Students receive valuable feedback, keep detailed records of their work, and are assisted in reflecting upon their experience and progress. In recognition of the powerful learning tool that receiving massage can be, we recommend that students also receive one or two massages from professional massage therapists during the program. Community service sites vary per program based on FLSM enrollment and the availability of the individual site.

Ithaca students work with clinic clients from:

- Developmental Disabilities
- Ithaca Free Clinic
- Cayuga Medical Center
- Assisted Care Homes

Mt. Kisco Students work with clinic clients from:

- Richmond Community Services (DDS),
- Senior clinic, independent seniors in the community

### **CPR & First Aid**

Students are also required by New York State to take Adult Cardiopulmonary Resuscitation and Standard First Aid through the American Red Cross or American Heart Association. The student must pass a written test is given at the end of the course to achieve certification. Certification must be valid at the time of the state exam.

### **Student Academic Progress (SAP):**

FLSM's program is 1000 clock hours. Satisfactory progress is evaluated in four grading periods throughout the program. The grading periods are distributed quarterly at the 25%, 50%, 75%, and at program completion. The student is required to make quantitative progress toward program completion.

To be making satisfactory academic progress, a student must:

- Adhere to the Attendance Policy, present for a minimum of 90% of scheduled class hours on a cumulative basis. Make up the remaining 10% of clock hours for overall 100% attendance at time of graduation.

- The student's cumulative academic average must be at minimum 75% at the conclusion of each evaluation period.

**Maximum Time Frame**

A student must complete all program requirements within a maximum time frame of 150% of the program length, measured in calendar time. Students exceeding the maximum time frame will be dismissed.

**Transfer and Readmitted Students**

Students who transfer classes into the program will be evaluated qualitatively only on classes completed at FLSM. The maximum time frame is based on the clock hours transferred into FLSM and the clock hours completed at FLSM. As per The New York State Education Department Office of the Professions, the institution is limited to transferring 250 clock hours. If a student transfers 250 clock hours, the maximum time frame would include those 250 hours when calculating 150% of the program length. Please refer to the Transfer Policy for details.

**Table of Satisfactory Academic Progress**

**Quantitative Requirements**

	<b>Grading Period 1</b> 32.5 days - 7 hours per day 227.5 Hours  Clinic Hours 16	<b>Grading Period 2</b> 32.5 days- 7 hours per day 227.5  Clinic Hours 26	<b>Grading Period 3</b> 32.5 days- 7 hours per day 227.5  Clinic Hours 24	<b>Grading Period 4</b> 32 days- 7 hours per day 224  Clinic Hours 28	<b>Maximum Time Frame Additional Hours</b>
Total Hours per Grading Period	243.5 hrs	253.5 hrs	251.5	252	Calculated in Calendar Time
Cumulative Program Totals	243.5 hrs	497.5	748.5	1000.5	Calculated in Calendar Time

Cumulative Required Hours (90% Scheduled Class Days & 100% Clinic Requirements as Stated Above)	204.75 + 16=	409.5 + 42=	613.75 + 66=	906.5 + 94 =	
	220.75	451.5	679.75	1000.5	

## GRADING POLICY

### **Cheating is bad....**

FLSM is a unique learning environment. We of course value test taking and encourage students to do well on written tests so they will eventually pass their state board exams. What we value even more than test scores, is true knowledge. We want our students to know more than what they need to pass a multiple choice test. We want and expect that they truly learn the material so they can be safe and effective massage therapists. Here at FLSM there is no dean's list, no valedictorian. We stress true knowledge over grades. Because of this philosophy, there is no need for any level of cheating, on projects, tests or quizzes. The intention of any test/quiz is to truly see if the student has learned the material. If a student were to choose to cheat on a test, this only sets them up for failure on their future state boards. We hold our students to a high moral and ethical standard to promote self-reliance, self-respect, and in turn, respect for their peers. Cheating and plagiarism, therefore, are viewed with zero tolerance and will result in a behavioral probation, grade of zero on the assignment or immediate dismissal based on the circumstance. Cheating is defined as any unauthorized help on an assignment, quiz, or examination. Plagiarism is defined as submitting work that is someone else's as one's own.

### **Grading Periods & Progress Reports**

FLSM's programs are broken into four quarterly grading periods. Academic progress is reviewed at the end of these grading periods and Progress Reports are distributed.

### **Passing**

All hands on modalities will receive a numerical grade, hands on modalities utilize rubrics, quizzes and tests to determine student academic progress. Science modalities utilize participation rubrics, quizzes, projects and tests to determine student academic progress.

### **Hands on Modalities GPA break down:**

Rubrics ~ 60%

Tests ~ 15% ( This score is derived from the interdisciplinary tests.)  
Quizzes or in class projects~ 25%

**Science Modalities GPA break down:**

Rubrics ~ 15%  
Tests ~ 55%  
Quizzes and Projects ~ 30%

**Interdisciplinary Tests**

Students will be given two tests per grading period. The tests will consist of 100 or 140 questions and will assess student retention and understanding of any material covered in all classes; science, massage, communications and the student handbook.

At the end of each grading is an interdisciplinary exam, assessing all material covered to date in the program. In grading periods 1 and 3 the exam will be 100 questions. In grading period 2, a 140 question cumulative midterm exam will be given. In grading period 4, a 140 question cumulative final will be given.

If a student does not achieve a 75% or higher on an exam, they will have the opportunity to retake any four of the 8 exams, after first doing a required assignment and bringing the assignment to a required Q&A. This assignment, Q&A, and test retake must happen before the next scheduled test. A maximum score of 80% is the highest score that will be recorded for all retakes.

**Passing**

A grade of 75% is passing for all tests. At the end of each grading period, students must have a cumulative average of all tests and the final, of 75%. Any student with an overall cumulative average below 75% will be put on academic probation. Students that are on academic probation are required to bring their grade up to passing by the end of the following grading period. Each modality is appropriately weighted based on content covered and clock hours spent in the modality. (Exp; Kinesiology is 15% of a student's overall average, CTT is 6%, Clinic is 9%.)

**The following grades and values are used:**

Grade:	Percent Scale:	Grade Point Value:
A	93-100%	4.0
B	84-92%	3.0
C	75-83%	2.0
D	66-74%	1.0

F                      65% and below                      0.0

**Quizzes**

A number of quizzes are given in various courses and modalities during each grading period. These quizzes do not count toward the final grade for the course. Completion of each quiz is required. If you are absent on the day of a quiz, you will be required to take the quiz the day that you return to class. It is your responsibility to approach the instructor and work out a plan for when that will happen.

**Incomplete**

At the end of each course/modality, or at the end of the grading period in the sciences, a grade of Incomplete will be recorded for any student who has work outstanding, has not achieved the requisite skills. The instructor of the course/modality will provide the student with an Incomplete Form outlining the reason for the Incomplete and the actions required to pass.

**Failing**

Any student who has not satisfactorily addressed a grade of Incomplete within 2 weeks after the last day of the grading period or has not achieved a passing grade of 75% will result in a failing grade for that modality.

**Clinic**

Successful and timely completion of your Clinic requirements is necessary for a grade of Passing for Clinic.

Students must also meet the cumulative time requirements as noted in the Table of Satisfactory Academic Progress. Late or incomplete clinics will result in Clinic Probation (for grading period 1-3), or a grade of incomplete (for grading period 4). A student who earns a grade of incomplete is given 2 weeks to complete outstanding clinic requirements. Failure to complete outstanding clinics within the two week timeframe after grading period 4 will result in a grade of Failing for the Clinic modality, which will result in a dismissal from the program. Please note: Completing clinics late will delay graduation and could also delay one’s ability to sit for the NYS and National exams.

## ATTENDANCE POLICY

Your attendance is necessary to the integrity of the education you receive at the Finger Lakes School of Massage. By enrolling in the course, you make a commitment, both to the school and to yourself, to be present. Likewise, the FLSM faculty and staff are committed to being truly present with you, assisting you to fulfill your educational goals.

### **Minimum Standard**

Finger Lakes School of Massage requires a minimum 90% cumulative attendance for scheduled class days in order for a student to graduate from the program. If you know you will be absent for any portion of a class beforehand, we ask that you inform the Student and Career Services department and your instructors.

### **Absences**

We understand that “real life happens” and that you may need to occasionally miss class to attend to your health, your family, or other practical matters. The following situations constitute an absence:

- You are absent from the entire class period.
- You are absent for more than half of the scheduled time.
- You do not participate in the work of the day. (See the Student Handbook section “Being Present”.)

### **Significant Medical or Emergency Absence (MEL)**

If a student has an emergency during the course of the program, he/she may submit a request for an emergency absence, not to exceed 10 class days. This refers to significant medical or family emergencies, making up time due to starting a program late, religious observances or hours needed to be made up due to a dismissal/re-admittance. The request must be made in writing and submitted to the school directors for approval. The student will be notified in writing of the approval or denial of the Emergency Leave. Students must make up all hours missed under the Emergency Leave. Hours may be made up during clinic, by receiving tutorials or by attending classes with another cohort. The method by which the hours are made up is determined by the Education Director. An individual plan will be created for each student depending on the amount and content of classes missed.

All MEL time is required to be completed by graduation and/or the 150% maximum time frame.

If you need to see a doctor for an injury or illness at any point during the program you may be required to obtain a clearance note stating when it is okay for you to

participate in school. (Please let your doctor know that participation means giving and receiving massage and that the clearance note should specifically state that.)

## **Tracking Tardiness and Early Departures**

Unless specifically noted otherwise, morning classes begin at 9:00, afternoon classes begin at 1:30. All classes are three and a half hours long. We expect you to be on time and to participate for the entire class period. As a staff, we start class on time and we end class on time. Important information is often given during the first and last minutes of class. In addition, being tardy or departing early even by just a few minutes is disruptive and disrespectful to your instructors and fellow classmates. "Tardy" is defined as arriving after the scheduled start time of the class. "Departing early" is defined as departing before class is dismissed by the instructors. Time is recorded by the clock in the classroom. If you are tardy or depart early WITHIN the first hour of the scheduled class time it is counted as a tardy/early departure. Please be aware that if you have missed a significant amount of material you may not be allowed to practice the work of the day, or may be asked to do make-up work, even though you are only being marked as a tardy/early departure. If you are tardy or depart early and miss more than an hour of the scheduled class time, you have missed a large portion of class and this is counted as an absence. This is the case even if you stay and participate in the rest of the class, which we would encourage you to do in order to minimize any make-up requirements you would incur for that day.

### **Habitual Tardies**

Students are required to make up class time missed due to tardiness. Attendance records are time stamped and all time missed will be tracked on student records. For every two hours of missed time, you will be required to complete an additional clinic session to make up that time. Students are required to complete the make-up sessions by the end of the current grading period from which the missed minutes were accumulated to stay on top of these hours. If at the end of each grading period the make-up sessions for that grading period were not completed, the student will then be put on Behavioral Probation. (See Student Handbook section "Probations/Behavioral".)

If you have an unusual circumstance and need to be tardy or depart early, if possible let the instructors know beforehand. It is your responsibility to contact instructors and find out what you have missed and anything you must do to make

it up. If you are tardy and have missed information critical to your ability to practice the work of the day, the instructor may not allow you to practice the hands on work of the day. This is for your own safety and for your classmates' safety.

At 10 accumulated tardies or leave earlies you will be put on Behavioral Probation. (See Student Handbook section "Probations/Behavioral".) You may be given additional time management assignments and/or asked to attend Q&A's on time management or have regular check-ins with a Director. Time management is a learned skill that does not come easily to everyone, and an important skill for you to have as a therapist. We recommend arriving ten to fifteen minutes early. Please do whatever you need to do to minimize your risk of being tardy.

### **Being Present**

Once you arrive, participation is mandatory in order to be counted as "present". Participation includes:

- being attentive to lecture material
- actively watching demonstrations
- practicing the techniques demonstrated in massage class
- participating fully in all class activities (movement, labs, etc.)

### **Active Observation**

If for some reason (injury, for instance) it is best for you not to practice or receive the massage session of the day, consult with the instructor about your option to actively observe the class that day. Active Observation means that you are sitting up, awake and present, watching other students practicing, and taking notes on the Active Observation Form. The instructor will collect this form at the end of class. Unless additional days are pre-approved by the Director of Education, you may take this option up to eight times throughout the program. You may only use two Active Observations per marking period. Active Observation is an option in Massage classes only. If you are physically present but neither participating fully nor engaging in Active Observation as arranged with the instructor, you will be informed that you have an absence for that class period. If you are not feeling well enough to participate fully or to Actively Observe, please contact the instructors and excuse yourself to go home. We'd much prefer that you go home and get well; an illness can easily spread to your classmates.

### **Make-Up Work for Absences**

When you are absent from a class, you are responsible for filling out a Class Make- Up Form. You will set up an appointment with your instructor of that class and come in for a one on one session with your instructor. It is your responsibility to complete and sign the form. Your instructor will submit the form to the Ed. Director. Make-up work and/or required tutorials must be completed by the end of the next scheduled make up day, or within two weeks, whichever comes first. Failure to complete make-up work will result in a grade of Incomplete for the class. A grade of Incomplete must be rectified two weeks after the end of the grading period or it will result in a Failing grade for the course or academic probation. Please see the Academic Probation section for details. Please note that making up missed work does not “erase” that absence from your overall attendance tracking.

### **Consecutive Absences**

If you are absent for 10 consecutive scheduled class days, or 30 calendar days in the Part Time Program, without prior arrangement or communication, you will be dismissed from the program. Maintaining communication with the staff is of primary importance.

It is the sincere goal of our staff to support every student in their best, most satisfying learning experience. We are more than willing lean in and work with you to figure out how such learning can happen for you. Please let a staff member know if you begin to experience difficulty with the material or with the learning process.

### **Celebrated Holidays**

One of the beautiful aspects of our FLSM community is the diversity of its members. While we respect and honor all the religious holidays that people celebrate, we have a lot to do in seven months and cannot close school for every holiday.

## **PROBATIONS**

A student’s violation of the conditions of her/his contract with the school carries serious consequences and will require a formal meeting with the Directors or other appropriate staff and may result in a Probation or Dismissal. A student may be placed on Probation at any time, or dismissed without having been previously

placed on Probation. Disciplinary actions are at the discretion of the Directors and appropriate staff. Please note that being on any type of probation may impact your financial aid.

### **Attendance**

In the event that a student fails to be present for a minimum of 90% of scheduled class hours at the end of a grading period, the student will be placed on Attendance probation for the duration of the next grading period. Students on attendance probation may receive attendance counseling to develop strategies to ensure successful progress. The probation letter will indicate how many, if any, absences may be incurred during the probationary period. If at any point in the program a student surpasses the 10% allowable absences (14 days or 28 classes), for the entire duration of the program regardless of where they are in the program, the student will immediately be dismissed from the program.

If a student achieves 90% attendance for scheduled class hours by the end of the probationary grading period, he/she will be notified in writing that they are making satisfactory academic progress and that they are being removed from probationary status.

Failure to achieve 90% attendance of scheduled class hours by the end of the next grading period will result in dismissal from the program.

### **Academic**

For Modalities that cross grading periods (A&P and Kinesiology), Late make-up work will result in an Academic Probation (for grading period 1-3), or a grade of incomplete (for grading period 4). A student who earns a grade of incomplete is given 2 weeks to complete outstanding requirements. Once on Academic probation, the student must complete all outstanding make up work (from the original grading period as well as the current one) by the end of the probation. Failure to complete outstanding make up work within the two week timeframe after Grading Period 4 will result in a grade of Failing for that modality.

### **Behavioral**

If a student violates the terms listed in the Code of Conduct or the Conditions for Dismissal, he/she may be placed on behavioral probation. The duration of the probationary period will be equal to the length of a grading period and commences on the day of the violation.

If the student shows acceptable improvement by the end of the probationary period, he/she will be notified in writing if they are being removed from probationary status.

If the student does not demonstrate behavioral improvement at the end of the probationary period or he/she will be dismissed from the program. Further behavioral violations during the probationary period may result in dismissal prior to the end of the probationary period.

### **Clinic Probation**

In the event that a student fails to complete the required number of clinics by the end of a grading period, the student will be placed on clinic probation for the duration of the next grading period. The student must complete the required number of clinics by the end of the probationary grading period.

If a student completes their deficient clinics as well as the probationary grading period clinics, that student will be notified in writing that they are making satisfactory academic progress and that they are being removed from probationary status.

Failure to complete the deficient clinics by the end of the next grading period and/or failure to complete the required number of clinics in the probationary grading period will result in a dismissal from the program.

### **Probation Notification:**

A student will receive written notification and meet with a Director when placed on probation. The written notification will outline the steps required to be removed from probationary status. The student may also be required to meet with appropriate staff for the duration of their probation so we may offer ongoing support and track progress.

A student can not be on any category of probation more than two times during the course of the program. The Campus Director can authorize an extension of the probationary period if documentation of mitigating circumstances and/or if it has been determined that the student can make satisfactory academic progress by program completion.

### **Dismissal Notification:**

A student will receive written notification in person by a Director, E-Mail or via certified mail that he/she is being dismissed from the program.

### **Appeals Process**

The student may submit a written appeal via letter or e-mail for all probation statuses or in the event of a dismissal. A written appeal must be addressed and submitted to the Campus Director within 5 business days of the action taken. The appeal must be accompanied by documentation of the mitigating circumstances that have prevented the student from attaining satisfactory progress in the program. The Campus Director will assess all appeals with the input of the school staff and will send a written decision to the student within ten business days of the Institute's receipt of the appeal. The decision of the Campus Director is final.

If a student is readmitted after a dismissal, all time missed during the dismissal/appeal process must be made up hour for hour or taken out of the students 10% allowable misses. In order to graduate, the student must fulfill all the terms designated in their readmission letter.

### **SAP and Financial Aid Disbursements**

#### ***Requesting the First Disbursement***

As per Federal guidelines, the earliest that FLSM requests the first disbursement of Pell Grants is 10 days before the start of classes. For Stafford Loan Borrowers, FLSM does not disburse funds until 30 calendar days after the program begins. If approved by DOE due to low default rates for 3 consecutive years, FLSM may disburse Stafford Loan funds without waiting the 30 day period.

#### ***Requesting the Second Disbursement***

As per Federal Regulations, FLSM schedules disbursements based on students successfully completing the scheduled hours in a payment period. The second disbursement is contingent on a student making SAP. FLSM schedules the second disbursement after the successful completion of 450 hours of program instruction.

Prior to requesting the second disbursement, Financial Aid confirms with the Registrar that the student is making Satisfactory Academic Progress.

### ***Requesting the Third Disbursement***

As per Federal Regulations, FLSM schedules disbursements based on students successfully completing the scheduled hours in a payment period. FLSM schedules the third disbursement based on the successful completion of 900 hours. If the student does not reach 901 hours due to absences, they will not receive the third disbursement.

Prior to requesting the third disbursement, Financial Aid confirms with the Registrar that the student is making Satisfactory Academic Progress.

### ***Requesting the Fourth Disbursement***

As per Federal Regulations, FLSM schedules disbursements based on students successfully completing the scheduled hours in a payment period. FLSM schedules the third disbursement based on the successful completion of 950 hours. If the student does not reach 951 hours due to absences, they will not receive the fourth disbursement.

Prior to requesting the fourth disbursement, Financial Aid confirms with the Registrar that the student is making Satisfactory Academic Progress.

## **Requirements for Graduation**

1. Complete all program requirements (e.g. examinations and assignments)
2. Maintain satisfactory academic progress as defined in the Catalog
3. Meet all financial obligations to the school
4. Comply with all rules and regulations as published in the school catalog and Enrollment Agreement
5. Must adhere to the attendance policy and be present for at least 90% of scheduled class hours on a cumulative basis.

## **Withdrawal Procedure**

Any student withdrawing from the program is asked to notify the school in writing or verbally and if possible schedule an interview with a Director. The official date of withdrawal is the last date of attendance.

# Disbursement Policy for Federal Funding

## Procedure:

- **Program Requirements**

FLSM's program is completed over the course of 259 classes that are 3.5 hours in duration. Of the 1000 hours in the program, 906 occur on a fixed schedule established by the institution prior to the start of the program. FLSM requires students to complete 94 clinic hours over the duration of the program. Students schedule these 94 hours in two hour increments, in evening clinic sessions offered by the institution, as their schedules permit, throughout their period of enrollment.
- **Academic Year Definition**

FLSM's programs are 1000 clock hours long. One academic year in a clock hour program is 900 hours long. Therefore, FLSM's programs are the equivalent of one academic year in length (first 900 hours), as well as a pro-rated 2nd academic year (last 100 hours).
- **Requesting the First Disbursement** As per Federal guidelines, the earliest that FLSM requests the first disbursement of Pell Grants is 10 days before the start of classes. For Stafford Loan Borrowers, FLSM does not disburse funds until 30 calendar days after the program begins. If approved by DOE due to low default rates for 3 consecutive years, FLSM may disburse Stafford Loan funds without waiting the 30 day period.
- **Requesting the Second Disbursement** As per Federal Regulations, FLSM schedules disbursements based on students successfully completing the scheduled hours in a payment period. The second disbursement is contingent on a student making SAP. FLSM schedules the second disbursement after the successful completion of 450 hours of program instruction.

Prior to requesting the second disbursement, Financial Aid confirms with the Registrar that the student is making Satisfactory Academic Progress.
- **Requesting the Third Disbursement** As per Federal Regulations, FLSM schedules disbursements based on students successfully completing the scheduled hours in a payment period. FLSM schedules the third disbursement based on the successful completion of 900 hours. If the student does not reach 901 hours due to absences, they will not receive the third disbursement.

Prior to requesting the third disbursement, Financial Aid confirms with the Registrar that the student is making Satisfactory Academic Progress.

- ***Requesting the Fourth Disbursement*** As per Federal Regulations, FLSM schedules disbursements based on students successfully completing the scheduled hours in a payment period. FLSM schedules the third disbursement based on the successful completion of 950 hours. If the student does not reach 951 hours due to absences, they will not receive the fourth disbursement.

Prior to requesting the fourth disbursement, Financial Aid confirms with the Registrar that the student is making Satisfactory Academic Progress.

### **Financial Aid Warning and Probation**

At the end of each payment period, students are evaluated to determine if they are making Satisfactory Academic Progress. In the event that a student is not achieving Satisfactory Academic Progress due to falling below SAP standards described for attendance and/or academics, the student will be placed on Financial Aid Warning for the duration of the payment period. During this time he/she can continue to receive Title IV aid, but at the end of the period, he/she must again be meeting FLSM's SAP standards in order to be eligible for subsequent disbursements of Title IV aid.

If a student placed on Financial Aid Warning does not achieve SAP by the end of the payment period, he/she will be placed on Financial Aid Probation, and will not be eligible for the next disbursement of Title IV funds until he/she is again meeting the SAP standards. Other than when an appeal is granted for special circumstances, a student can regain eligibility for Title IV aid only by taking action that brings him/her into compliance with FLSM's SAP standards.

A student will receive written notification and meet with Financial Planning staff when placed on Financial Aid Warning or Financial Aid Probation. The written notification will outline the steps required to be removed from warning or probation status.

### **Appeals for Financial Aid Probation**

Students may submit a written appeal if there are mitigating circumstances that warrant a student to continue to receive Title IV aid even though he/she is not meeting the SAP standard for two consecutive payment periods. (Example: major illness or injury that has negatively and substantially affected a student's attendance record)

A written appeal must be addressed and submitted to the Campus Director within 5 business days of the start of the Financial Aid Probation. The appeal must be accompanied by documentation of the mitigating circumstances that have prevented the student from obtaining satisfactory progress in the program. The Campus Director will assess all appeals with the input of the school staff and will send a written decision to the student within ten business days of the Institute's receipt of the appeal.

If an appeal to the Financial Aid Probation is granted for special/mitigating circumstances, the student may continue to receive disbursements of Title IV aid even if they are not yet achieving SAP.

References: 34 CFR 668.34 (a)(3)

For clock hour programs, the SAP evaluation must be done at the end of a payment period. Schools cannot choose to evaluate SAP for all students on a specific calendar date, as all students will not have completed the clock hours in the payment period on that date.

## **Verification Policy for Federal Funding**

For students applying for Federal Financial Aid, FAFSAs may be selected for verification, which is a process used to confirm that the data reported on your FAFSA is accurate. FLSM has the authority to contact you for documentation that supports income and other information reported on the FAFSA.

- If an applicant completes their FAFSA prior to the start of a program, and is selected for verification, they must submit the required documentation to the Financial Aid office during the first seven calendar days after the first day of classes.
- If an applicant does not meet this deadline they will not be permitted to continue classes without an alternate source of funding in place. If an applicant completes their FAFSA *after* the start of a program (because they had an alternate funding source in place at the start of the program or because they are starting the program after first day of classes) they will have one week from receipt of FAFSA to submit the required documentation to the Financial Aid Office.
- If an applicant does not meet this deadline they will receive notification that their award package will not be processed until the paperwork has been submitted, and they are responsible for tuition as per their original agreement with the school.

- FLSM will furnish, in a timely manner, each applicant selected for verification a clear explanation of the documentation need to satisfy verification requirements; and the applicant's responsibilities with respect to the verification of applicant information.
- Applicants who are selected for verification will be notified of the verification results, and changes in EFC (if applicable) of this information.
- If the verification process determines that corrections are necessary to the student's FAFSA, the student will be informed of this with instructions for how to complete the corrections.

## **Student Records & Certificate Statement**

All student records are strictly confidential and are kept permanently on file in the school administrative offices. Students' records are accessible only to the individual student by appointment, administrative and teaching staff, and Department of Education officials. Release of records to any other party must be requested by the student in writing. Upon graduation, graduates receive a professional, sealed certificate in Therapeutic Massage and Hydrotherapy and a copy of their official transcript. To obtain additional official photocopies of their transcripts or certificates, graduates must submit the Transcript and Diploma request form along with the appropriate fee(s).

FLSM must have written permission from the student in order to release any information from a student's educational record. However, FERPA (Family Educational Rights and Privacy Act) allows schools to disclose those records, without consent, to the following parties or under the following conditions. (34 CFR§ 99.31)

- School Officials with legitimate educational interest.
- Other schools to which a student is transferring.
- Specified officials for audit or evaluation purposes.
- Appropriate parties in connection with financial aid to a student.
- Organizations conducting certain studies for or on behalf of the school.
- Accrediting organizations.
- To comply with a judicial order or lawfully issued subpoena.
- Appropriate officials in cases of health and safety emergencies.
- State and Local authorities, within a juvenile justice system, pursuant to specific State law.

## Refund Policy

FLSM will first calculate the amount of funds that need to be returned to the Title IV program, and will then calculate the student's tuition owed based on our internal policy to determine if a refund is due to the student or if a balance is owed to the school. FLSM will also compare the amount of tuition owed based on the internal policy to ACCET Doc 31 (Cancellation and Refund Policy). After comparison, FLSM will charge the student the lesser amount owed according to the two calculations.

### Internal Refund Procedure:

- If an applicant never attends class (no-show) or cancels the contract prior to the class start date, all refunds due will be made within forty-five (45) calendar days of the first scheduled day of class or the date of cancellation, whichever is earlier.
- For an enrolled student, the refund due will be calculated using the last date of attendance (LDA) and be paid within forty-five (45) calendar days from the documented date of determination (DOD). The date of determination is the date the student gives written or verbal notice of withdrawal to the institution, or the date the institution terminates the student, by applying the institution's attendance, conduct, or Satisfactory Academic Progress policy. If an applicant is rejected for enrollment by the institution, or if a prospective international student has his/her visa application rejected, a full refund of all tuition monies paid will be made to the applicant.
- When determining the number of weeks completed by the student, the institution will consider a partial week the same as if a whole week were completed, provided the student was present at least one day during the scheduled week.
- If an institution cancels a program subsequent to a student's enrollment, the institution will refund all monies paid by the student.
- If an applicant accepted by the institution cancels within seven calendar days of having signed an enrollment contract, and before the first day of instruction, all monies paid shall be refunded.

- If the student cancels enrollment after the seven calendar day cancellation period, but before the first day of instruction, the school will refund all monies paid, except for the application fee.
- If the student cancels enrollment within the first seven calendar days of the program, the school will refund all monies paid, except for the application fee.
- If a student cancels after the seven calendar day cancellation period and classes have begun, the refund will be based on the program cost. The cost includes all fees except application fee. Upon withdrawal, actual charges for tuition will be assessed and refunds for tuition only will be calculated based on the earned tuition pro-ration chart below.

<b>Proportion of Total Program</b>	<b>Tuition Refund</b>
Prior to the 1 <sup>st</sup> Day of Program	All monies refunded except app fee
During the 1 <sup>st</sup> Seven Calendar Days of the Program	All monies refunded except app fee
Less than 10%	90% refund; 10% charges
10% up to but not including 20%	80% refund; 20% charges
20% up to but not including 30%	60% refund; 40% charges
30% up to but not including 40%	40% refund; 60% charges
40% up to 60%	20% refund; 80% charges
More than 60%	No refund; 100% charges

- After sixty percent (60%) of the program is completed, the institution may retain the full tuition.
- Student records, including but not limited to academic transcripts and attendance records, will not be released before all financial obligations to the school are fulfilled.
- The FLSM scholarship is contingent on program completion. If a student withdraws or is dismissed prior to the end of the program, the scholarship is neither awarded nor credited to the student account.
- Students utilizing the FLSM payment plan (individualized or standard) are charged a \$300 fee, which is refundable in the case of withdrawal

or dismissal from the program, regardless of when the withdrawal or dismissal occurs.

## **Return of Title IV (R2T4) Funds Policy**

- When a recipient of Title IV grant or loan assistance withdraws from an institution during a payment period or period of enrollment in which the recipient began attendance, FLSM will determine the amount of title IV grant or loan assistance that the student earned as of the student's last date of attendance.
- If the total amount of Title IV grant or loan assistance, or both, that the student earned is less than the amount of Title IV grant or loan assistance that was disbursed to the student (or on behalf of the student in the case of a PLUS loan), as of the date of the institution's determination of the student's last date of attendance.
  1. The difference between these amounts must be returned to the title IV programs, and:
  2. No additional disbursements may be made to the student for the payment period or period of enrollment.
- If the total amount of Title IV grant or loan assistance, or both, that the student earned is greater than the total amount of Title IV grant or loan assistance, or both, that was disbursed to the student or on behalf of the student in the case of a PLUS loan, as of the date of the institution's determination that the student withdrew, the difference between these amounts must be treated as a post-withdrawal disbursement in accordance with Sec. 668.164(g).

### *Calculating Refunds*

- FLSM calculates all student refunds using the payment period. The percentage of a period completed is calculated by dividing the number of hours the student was scheduled to complete in the payment period, as of the day the student withdrew, by the total number of clock hours in the same period. The date of withdrawal is considered the last day of attendance.

### *Program Overview*

- FLSM's program is completed over the course of 258 classes that are 3.5 hours in duration, plus 1 class that is 3 hours in duration. Of the 1000 hours in the program, 906 occur on a fixed schedule established by the institution prior to the start of the program. FLSM requires students to complete 94 clinic hours over the duration of the program. Students schedule these 94 hours in two hour increments, in evening clinic sessions offered by the institution, as their schedules

permit, throughout their period of enrollment.

#### ***Determining Scheduled Hours for the Purposes of R2T4***

- For FLSM full-time students, multiply the number of class days scheduled to be complete as of the last day of attendance by 7 hours.
- For FLSM morning or evening students, multiply the number of class days scheduled to be complete as of the day of attendance by 3.5 hours per day.
- The school uses actual clinic hours completed because a student's clinic hour schedule is not established by the institution prior to the student's beginning class date, rather the schedule is controlled by the student throughout the program. The school monitors clinic hours through attendance, required submissions and institutional deadlines. To calculate hours completed for the purposes of the R2T4 calculation, the school adds the total of instructional and clinic hours completed as of the last day of attendance. This calculation is used to determine the percentage of a period completed on the R2T4.
  1. If the student drops in the **first payment period**, use scheduled hours plus actual clinic hours (i.e. do not subtract hours for classes or days the student was absent).
  2. If the student drops in the **second payment period**, determine the actual date the student hit 450 hours by running the SAP report, which will show actual classroom and clinic hours completed. Then determine how many scheduled hours are on the program calendar between date student ACTUALLY hit 450 hours, and the LDA. Add any additional clinic hours completed between 450/375 hour mark and LDA.

#### ***Determining Payment Periods for the Purposes of R2T4***

- FLSM utilizes two payment periods of 450 hours and one payment period of 100 hours. For the purposes of the R2T4 calculation, the payment period is determined by calculating total instructional class hours scheduled to be completed and completed clinic hours.

#### ***Return of Funds & Post Withdrawal Disbursements***

- All refunds are calculated on a Return of Title IV funds, (R2T4) worksheet and reviewed by Financial Planning staff and our third party processor, Boston Educational Network (BEN), for accuracy. The calculation will be completed within 30 calendar days of the date of determination of the withdrawal. All post-withdrawal disbursement of loan funds will be made within 45 calendar days

of the school's date of determination that the student withdrew. All post-withdrawal of grant funds will be made within 45 days of the school's date of determination that the student withdrew

- All post-withdrawal disbursements will be made from available grant funds before available loan funds. FLSM will get confirmation from student or parent borrower prior to disbursement.
  - If outstanding charges exist on the student's account, the institution may credit the student's account up to the amount of outstanding charges with all or a portion of the aid
- Students are responsible to repay any loan funds not returned by the school. Loans are to be repaid in accordance with terms of the promissory note.

#### *Order of Funds Returned*

- The school must return the unearned aid for which the school is responsible by repaying funds to the following sources, in order, up to the total net amount disbursed from each source.
  1. Unsubsidized Direct Stafford Loan
  2. Subsidized Direct Stafford Loan
  3. Direct PLUS (Parent)
  4. Pell Grant

***Example - Student withdraws from 1000 hour program in 1st payment period (during hours 0-450).***

#### *Assumptions (for example's sake):*

- *Student A is attending FLSM Ithaca's Campus. Total Tuition Charges are \$15,900. Payment Period Charges are \$7155 (1st Payment Period); \$7155 (2nd Payment Period); \$1590 (3rd Payment Period)*
- *Student A enrolls in school's 1000 hour program. The start date is January 3, 2017. Her anticipated graduation date is July 27, 2017.*
- *Student A has borrowed Stafford Loans in the amount of \$9500 and has received a Federal Pell Grant in the amount of \$3165.*
- *Of these amounts, \$4700 in Stafford Loans (\$2968 in Unsubsidized Direct Loans and \$1732 in Subsidized Direct Loans) and \$1582 in Pell Grant have disbursed for the first payment period.*
- *Institutional Charges for the First Payment Period are \$7155.*
- *Student A last attends class on February 9th, 2017, which is Scheduled Class Day*

26. *There are 7 scheduled hours of classes on each day; therefore, Student A is scheduled to complete 182 hours in the classroom.*
- *In addition, Student A has completed 10 clinical hours, at 2 hours per clinic, for a total of 20 actual clinic hours completed since the first day of school on January 3, 2017 and her last date of attendance.*
  - *The school adds the Hours Scheduled to Complete (182) to the Actual Clinic Hours (10) to arrive a Total Hours Scheduled to Complete of 192.*

### **Return of Funds Required**

- *192 Hours Scheduled to Complete/450 Hours in the first payment period) = .4266 = .427 = 42.7%. Student A has completed 42.7% of her first payment period and has therefore earned 42.7% of the aid disbursed.*
- *A total of \$6282 has disbursed in Pell and Loan funds for Student A.  $\$6282 \times 42.7\% = \$2682.41$*
- *The school may keep \$2682 (amounts are rounded to nearest whole dollar) of the total aid disbursed for Student A's First Payment Period.*
- *The School must return 57.3% of the aid disbursed, or \$3599.59 (rounded to \$3600). The funds will be returned to the Department of Education in the following order:*
  - \$2968 - Unsubsidized Direct Stafford Loan*
  - \$631.59 (rounds to \$632) - Subsidized Direct Stafford Loan*

### **Consecutive Absences and Date of Determination**

34 CFR 668.22(b)(1)

If a student is absent for 10 consecutive scheduled class days in the full-time program or 30 calendar days in the Part-Time Program, without prior arrangement or communication, he/she will be administratively withdrawn from the program.

In all cases, the Date of Determination defaults to 14 calendar days after the Last Date of Attendance, or the date FLSM/CMSM determines the student has withdrawn, whichever is sooner.

This requirement does not affect a student's withdrawal date (last date of attendance). A student's withdrawal date is always the last date of attendance as determined by FLSM/CMSM from its attendance records.

## **Delinquent Student Accounts Policy:**

### Collection of Accounts

Failure to meet financial obligations to FLSM will result in the delinquent account being placed with a collection agency. Students are responsible for costs incurred by the school in collecting their delinquent accounts.

## **Re- Application Policy:**

The applicant must fill out the FLSM admissions application in full, including paying the application fee.

- Once the application is received an interview will be scheduled with the Director of Education, Campus or Administrative Director and/or Director of Student and Career Services to discuss the following from the student's perspective:
  - Why were they not successful in their previous attempt to finish the program?
  - What parts of the program did they find challenging?
  - What have they been doing since their LDA?
  - What is different now? i.e. Why do they feel that they will successfully attend and graduate now vs the past attempt?
- If all other requirements of the re-application policy are met, and the re-enrolling student owes a previous tuition balance (based on FLSM Refund Policy) the following procedures are followed:

### **For students who re-enroll within 180 days of their Last Date of Attendance:**

- the prior program charges (total pro-rated charges from last program attended) are placed on-hold as of the date the student enrolls in the new program.
- New (in full) tuition charges are added for the new program
- Prior payments (with exception of application fee) are applied to new in full tuition charges.
- If the student completes the new program and graduates, prior charges are forgiven.
- If the student withdraws or is dismissed from the new program:
  - prior charges remain in effect

- tuition charges will again be prorated according to the FLSM Refund Policy.
- if applicable, FLSM will follow procedures to collect on both prior balance owed (for first program attended) and new balance owed (for subsequent program attended).

**For students who re-enroll more than 180 days after their Last Date of Attendance:**

- o the balance owed from the prior program (which may or may not be the same as the total pro-rated charges determined upon withdrawal) is placed on-hold as of the date the student enrolls in the new program.
  - o New (in full) tuition charges are added for the new program
  - o Prior payments (towards pro-rated tuition charges from prior program) are NOT applied to new in full tuition charges.
  - o If the student completes the new program and graduates, prior balance owed is forgiven.
  - o If the student withdraws or is dismissed from the new program:
    - prior charges remain in effect
    - tuition charges will again be prorated according to the FLSM Refund Policy.
    - if applicable, FLSM will follow procedures to collect on both prior balance owed (for first program attended) and new balance owed (for subsequent program attended).
- The Director Team who conducted the interview will review the application as well as take the interview into consideration to see if they feel the student will successfully complete the program. The Rubric may be utilized for objectivity.

## Copyright Policy

Printed Materials:

- Poem less than 250 words
- Excerpt of 250 words from a poem greater than 250 words
- Articles, stories, or essays less than 2,500 words
- Excerpt from a longer work (10% of work or 1,000 words, whichever is less--but a minimum of 500 words)
- One chart, picture, diagram, graph, cartoon or picture per book or per periodical issue

- Two pages (max) from an illustrated work less than 2,500 words (like children's books)

Law: Teachers may make multiple copies for classroom use. Details: No more than one copy per student. Usage must be: At the "instance and inspiration of a single teacher" and when the time frame doesn't allow enough time for asking permission.

Only for one course in the school. No more than nine instances per class per term (current news publications such as newspapers can be used more often). Don't create anthologies. "Consumables" can't be copied. Don't do it every term (if time allows, seek permission). Can't be directed by "higher authority." Copying can't be substitute for buying. Copies may be made only from legally acquired originals.

- A chapter from a book
- An article from a periodical
- Short story, short essay, or short poem
- Chart, graph, diagram, drawing, cartoon, picture from a book, periodical or newspaper

Law: Teachers may make a single copy for teacher use for research or lesson preparation.

Details: Same as above.

- Portions of a work
- An entire work
- A work if "the existing format in which a work is stored has become obsolete"

Law: A librarian may make up to three copies "solely for the purpose of replacement of a copy...that is damaged, deteriorating, lost or stolen"

Details: The library must first determine that after "reasonable investigation that copy...cannot be obtained at a fair price" or that the format is obsolete.

Video:

- Videotapes (purchased)
- Videotape (rented)
- DVD
- Laser Discs

Law: Teachers may use these materials in the classroom without restrictions of length, percentage, or multiple use. May be copied for archival purposes or to replace lost, damaged, or stolen copies.

Details: The material must legitimately acquired (a legal copy). It must be used in a classroom or similar place "dedicated to face-to-face instruction". Not for use as entertainment or reward. The use should be instructional. The place should be a non-profit educational institution. If replacements are unavailable at a fair price or are available only in obsolete formats (e.g., betamax videos).

#### Video (“Motion Media”) for Use in Multimedia Projects:

- Videotapes
- DVD
- Laser Discs
- QuickTime Movies
- Encyclopedias (CD ROM)

Law: Students “may use portions of lawfully acquired copyrighted works in their academic multimedia”, defined as 10% or three minutes (whichever is less) of “motion media.”

Details: “Proper attribution and credit must be noted for all copyrighted works included in multimedia, including those prepared under fair use.”

#### Video for Integration into Video Projects:

- Videotapes
- DVD
- Laser Discs
- QuickTime Movies
- Encyclopedias (CD ROM)

Law: Students “may use portions of lawfully acquired copyrighted works in their academic multimedia”

Details: The material must legitimately acquired (a legal copy, not bootleg or home recording).

#### Illustrations and Photographs:

- Photograph
- Illustration
- Collections of photographs
- Collections of illustrations

Law: Single works may be used in their entirety but not more than 5 images by an artist or photographer. From a collection, not more than 15 images or 10%, whichever is less.

Details: Older illustrations may be in the public domain, but the collection may be copyrighted. Music for Integration into Multimedia / Video Projects:

- Music

Law: Up to 10% of a copyrighted musical composition may be reproduced, performed and displayed as part of a multimedia program produced by an educator or student for educational purposes.

Details: Some authorities site a maximum length of 30 seconds.

([www.indiana.edu](http://www.indiana.edu)), some do not mention a maximum.

#### Computer Software:

- purchased software
- licensed software

Law: Software may be lent by the library. Software may be installed at home and at school. Software may be installed on multiple machines. Software may be copied for archival use to replace lost, damaged, stolen, copies. Software can be distributed to users via a network. Librarians may make archival copies.

Details: Take aggressive action to monitor that copying is not taking place (for retention). Only one machine at a time may use the program. The number of machines being used must never exceed the number of licensed. If unavailable at fair or is an obsolete format. The number of simultaneous users must not exceed the number of licenses. A network license may be required for multiple users.

Internet:

- Internet connections
- World Wide Web

Law: Images may be downloaded for student projects.

Sound files may be downloaded for use in projects (see portion restrictions above)

Details: Images may not be reposted onto the Internet without permission. Sound or music files may not be copied and posted on the Internet without permission.

## **FLSM Drug & Alcohol Policy**

All individuals at the School are expected to be able to perform assigned duties safely and acceptably without any limitations due to the use or after-effects of alcohol, illicit drugs, non-prescription drugs, prescribed medications or any other substance.

- Involvements with alcohol or drugs can have adverse effects upon the workplace, the integrity of our school, the safety of others, and the ability to accomplish the goal of an alcohol and drug free environment. As such, the School wants to impress upon staff, faculty and students that it has zero tolerance for those who arrive at the School under the influence of alcohol or drugs, and/or whose ability to work is impaired in any way by reason of the consumption of alcohol or drugs, or who consume alcohol or drugs on School property.
- The School strictly prohibits the use of, unlawful manufacture of, sale, purchase, offer to purchase or sell, transfer, distribution, consumption, or possession of drugs or alcohol on School property.

## **Consequences of Substance Abuse**

Drug and/or alcohol abuse can have a wide range of short- and long-term, direct and indirect effects. These effects often depend on the amount ingested, the specific drug or drugs used, how they are taken, the person's health, and other factors. These health effects may occur after just one use.

### Short-term effects can range from:

- Changes in appetite
- Wakefulness
- Change in heart rate
- Changes in blood pressure
- Change in mood
- Heart attack
- Stroke
- Psychosis
- Overdose
- Death

### Longer-term effects can include:

- Heart or lung disease
- Cancer
- Mental illness
- HIV/AIDS
- Hepatitis

Addiction is a brain disorder. Not everyone who abuses substances will become addicted, but for some, substance abuse can change how certain brain circuits work. These brain changes interfere with how people experience normal pleasures in life such as food and sex, their ability to control their stress level, their decision-making, their ability to learn and remember, etc. These changes make it much more difficult for someone to stop taking the drug even when it's having negative effects on their life and they want to quit.

## **Prevention and Support**

The School recognizes the fact that a certain percentage of any population may develop the disease of chemical dependence. It is the policy of the School to treat all individuals with a substance abuse problem with dignity and respect. Substance abuse awareness materials are annually distributed to all students and faculty members through program handbooks and flyers. To that end, if the School is made aware of an individual with a substance abuse problem, the individual will be offered assistance in finding an appropriate professional or organization to assist them. Trainings on recognizing the signs of substance abuse will be made available to the staff and faculty of the School.

The following agencies provide information on substance abuse:

- Alcoholics Anonymous: 1-800-371-1475 (24-hour answering service)
  - Provides support for alcoholics to stay sober and help other alcoholics achieve

sobriety

- Center for Substance Abuse Treatment and Refer Hotline: 1-800-662-HELP
  - Provides confidential treatment referral and information about mental and/or substance use disorders, prevention, and recovery
- Focus on Recovery for Alcohol & Substance Abuse, 24-hour action help line: 1-800-888-9383
  - Assists women in early recovery from alcohol and drug addiction

The School also recognizes that dependency on alcohol and/or drugs can be successfully treated, and encourages faculty, staff and/or students with drug or alcohol dependencies to assume ownership of gaining control over their dependency. Faculty, staff and students are expected to recognize that problems related to alcohol and drug use or dependency are not an excuse for poor or unsafe performance. Anyone who suspects they have a substance abuse or emerging alcohol problem is expected to seek advice and to follow appropriate treatment promptly. Full participation in an appropriate treatment program is expected. The faculty, staff member or student will be accommodated while undergoing treatment in accordance with the School's policies. Participation in appropriate treatment programs does not remove the requirement to regain satisfactory performance.

Those who voluntarily request assistance in dealing with such issues will be treated with respect and, to the highest extent possible, such information will be treated in confidence.

### **School Sanctions**

The unlawful possession, use or distribution of illicit drugs and alcohol is punishable by sanctions imposed by the United States Government and by the State of New York. These sanctions can include imprisonment, fines, assigned community service, and loss of federal student financial aid eligibility. It is the responsibility of all staff and faculty to identify a situation in which they have concerns about an individual abusing drugs or alcohol. When necessary, a student or an employee of the School will be removed from their position or program of study if it is found through an investigation that they have violated the provisions of this policy.

- If faculty, staff or a student arrives on campus and there is reasonable cause to suspect that they are under the influence of alcohol or drugs, the supervisor shall immediately remove him/her from the environment. In the event that the

supervisor has any doubt as to whether the person is, or is not, impaired, he or she will err on the side of caution and remove the student or employee from the School.

- Students and employees who are prescribed medication are expected to consult with their personal physician or pharmacist to determine if medication use will have any effect on their ability to meet their responsibilities safely while at the School. They are required to report to the Campus Director if there is any potential risk, limitation or restriction for whatever reason that may require modification of duties or temporary reassignment, and provide appropriate medical verification on restrictions in performance of duties.
- If an employee or student believes an individual holding a more senior position is in violation of this policy, they are encouraged to get a second opinion where possible. They are also expected to notify that person's immediate supervisor of their concern.

To emphasize the importance of a clean campus environment, the School conducts biennial reviews to determine the current Drug & Alcohol Abuse Prevention Policy's effectiveness, and will implement changes if they are needed, ensuring disciplinary sanctions are consistently enforced.

## **Disciplinary Procedure**

Any disciplinary procedure will be determined by the Directors and will be determined by the rules and guidelines outlined in the employee handbook, student handbook, and/or student Enrollment Agreement.

## **Code of Conduct**

Because massage is a hands-on healing profession, students are expected to maintain professional boundaries and behavior throughout the course. The educational process at FLSM often parallels the healing process which may occur in a massage therapy practice; the classroom is necessarily a place of mutual respect, and a place to practice and model appropriate professional behavior and openness. Students are expected to participate in creating safety and compassionate clarity in the classroom.

## **Conditions For Dismissal:**

Following is a partial list of conditions or circumstances that may lead to dismissal from all programs at FLSM. Please note that Conditions for Dismissal

apply to students in Accepted or Enrolled status. Acceptance in any FLSM program may be overturned at the discretion of the Campus Director, prior to the program start date.

- Attending class or student clinic while under the influence of drugs or alcohol
- Practicing techniques that are currently outside the scope of practice for massage therapy
- Failing to maintain professional boundaries with students, staff or clinic clients (sexual, violent language or contact)
- Behaving in a manner that may be harmful to the learning environment or the reputation of the school
- Failing to uphold the requirements of the current FLSM attendance and make-up policies as outlined in the school catalog
- Failing to fulfill the terms of disciplinary action
- Failing to maintain satisfactory academic progress
- Failing to arrive for classes by the end of the first day of class (except with prior approval from the Campus Director)
- Failing to attend at least 5 of the first 6 days of class (except with prior approval from the Campus Director)
- Failure to meet attendance policy

## **Student Grievance Procedure**

FLSM is committed to meeting and maintaining exemplary standards of quality. The staff's goal is to provide sound education. Students should make every effort to find fair resolutions through FLSM's formal grievance procedure if problems arise.

We encourage students to bring any concerns to the attention of the instructor. The instructor will endeavor to resolve any problem. If the instructor is unsuccessful, the student must submit the complaint in writing to the appropriate department Director. The department Director will investigate by gathering information and documentation to assess the complaint and seek a satisfactory resolution for the student. If the problem is not resolved at that level, the student must submit the complaint in writing to the Director of the school. The school's Director will investigate and seek a resolution for the student.

If the situation remains unresolved after the aforementioned procedure, the student may contact the owner via email. If a resolution is not met through written and/or verbal discussion, arrangements for an on-site appointment will be made. Contact information for the owner is listed below.

**Trumantra Schools:**

David Merwin - owner  
dave@mmvllc.com

Although we encourage our students to follow the aforementioned steps in the grievance procedure, students may contact our state and/or national accrediting boards at any time during the process. The New York State Education Department is responsible for establishing policies for Massage Therapy schools on the state level. The Accrediting Council for Continuing Education and Training are responsible for establishing similar standards, policies, and procedures on the national level.

Contact information for both boards is listed below.

The University of the State of New York State Education Department  
State Board for Massage Therapy Cultural Education Center, Room 3041  
Albany, NY 12330  
Office of the State Board for Massage Therapy  
518.474.3866  
www.op.nysed.gov

Accrediting Council for Continuing Education and Training (ACCET)  
1722 N St NW  
Washington DC, 20036  
Phone: (202) 955-1113  
Email: [complaints@accet.org](mailto:complaints@accet.org)  
Complaints may also be made to ACCET, our Accreditation body.  
See Document 49.1 posted in the student lounge.

This institution is recognized by the Accrediting Council for Continuing Education & Training (ACCET) as meeting and maintaining certain standards of quality. It is the mutual goal of ACCET and the institution to ensure that educational training programs of quality are provided. When problems arise, students should make every attempt through the formal complaint procedure within the institution to find a fair and reasonable solution. However, in the event that a student has exercised the channels available within the institution to resolve the problem(s) by way of the institution's formal student complaint procedure, and the problem(s)

have not been resolved, the student has the right and is encouraged to take the following steps:

1. Complaints should be in writing and mailed, faxed, or emailed to the ACCET office. Complaints received by phone will be documented, and the complainant will be requested to submit the complaint in writing.
2. The letter of complaint must contain the following:
  - a. A detailed description of the problem(s);
  - b. The approximate date(s) that the problem(s) occurred;
  - c. The full name(s) and title(s) or position(s) of the individual(s) involved in the problem(s), including both institutional staff and/or other students who were involved;
  - d. Evidence demonstrating that the institution's complaint procedure was followed prior to contacting ACCET;
  - e. The name and mailing address of the complainant; if the complainant specifically requests that anonymity be maintained, ACCET will not reveal his or her name to the institution involved.
3. In addition to the letter of complaint, copies of any relevant supporting documentation should be forwarded to ACCET (e.g., the student's enrollment agreement, the syllabus or course outline, correspondence between the student and the institution).

**SEND TO:**

ACCET

CHAIR, COMPLAINT REVIEW COMMITTEE

1722 N Street, NW

Washington, DC 20036

Telephone: (202) 955-1113

Fax: (202) 955-1118 or (202) 955-5306

Email: [complaints@accet.org](mailto:complaints@accet.org)

Website: [www.accet.org](http://www.accet.org)

Note: Complainants will receive an acknowledgement of receipt within 15 days.

Office of Professional Discipline

475 Park Avenue South, Second Floor, New York, NY 10016-6901

voice mail : 1. 800 .442.8106

email : [conduct@mail.nysed.gov](mailto:conduct@mail.nysed.gov)

fax : 1 .212. 951.6537

information : [www.op.nysed.gov/opd.htm](http://www.op.nysed.gov/opd.htm)

## **FOR QUESTIONS ABOUT NEW YORK STATE LICENSURE:**

In New York State, licensing is a requirement for the practice of massage. For further information about requirements and the licensing exam, please contact:

The University of the State of New York  
State Education Department  
State Board for Massage Therapy  
Cultural Education Center, Room 3041  
Albany, NY 12330  
Office of the State Board for Massage Therapy  
518.474.3866  
[www.op.nysed.gov](http://www.op.nysed.gov)

## **FOR QUESTIONS ABOUT NATIONAL CERTIFICATION:**

The National Certification Examination is accepted by an increasing number of states. For further information about National Certification and for exam materials, please contact:

National Certification Board for Therapeutic Massage and Bodywork  
8201 Greensboro Drive, Suite 300  
McLean, VA 22102  
800.296.0664 or 703.610.9015  
[www.ncbtmb.com](http://www.ncbtmb.com)

The Finger Lakes School of Massage is approved by ACCET: The Accrediting Council for Continuing Education and Training.

Catalog Contents, Including Campus Specific Addendums.

The contents of this official catalog and all inserts, including program dates and tuition for future programs, are subject to change without notice. The Finger Lakes School of Massage retains the right to change requirements, policies, and fees at any time. Provisions contained herein supersede all those previously published and do not constitute an irrevocable contract between any student and the school. Changes made after the publication of this catalog will be on file in the Main Office and will appear in subsequent documents. No portion of this catalog may be copied or reprinted without the express written permission of the Finger Lakes School of Massage.