



New Seasons School of Massage

Catalog 2026 Volume 1

43335 Kalifornsky Beach Road, Soldotna, AK, 99669

Phone: (907) 903-3574

Email: newseasonsbodyworkinc@gmail.com • Website: www.website.com

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SCHOOL INFORMATION

INTRODUCTION

New Seasons School of Massage is located in Soldotna, AK at 43335 Kalifornsky Beach Road. Our program was designed to meet industry needs by providing our students with hands-on training and technical knowledge to enter the field of massage therapy. Our instructors are experienced professionals who instruct their students in the techniques and skills needed to be successful.

New Seasons School of Massage promotes a learning environment to support the learner in achieving their desired professional goals. New Seasons School of Massage students are expected to demonstrate a positive attitude and professional character, maintain excellent attendance, and apply their instructional time effectively in the classroom, hands-on training, lab/practical, and clinical practicum. The possibilities are great but so, too, are the responsibilities. You will be expected to uphold the highest ethical standards, and your knowledge, skills, and abilities will be in demand. The power to change people's lives for the better will rest in your hands.

At New Seasons School of Massage, we want to ensure that your educational experience is a rewarding one. We wish you the best in achieving your educational and professional goals.

WELCOME TO New Seasons School of Massage!

The information contained in this Catalog is true and correct to the best of my knowledge.

Joshua Hawley

Joshua Hawley, Owner

VISION STATEMENT

To address the increasing need for licensed massage therapists in remote areas, to build local careers in the healing arts amid the Kenai River's natural beauty and outdoor wonders. To foster accessible wellness, professional integrity, and expert care tailored to Alaska's rugged, active lifestyle.

MISSION STATEMENT

At New Seasons School of Massage, we are dedicated to delivering high-quality, hands-on training to rural communities, the school offers a comprehensive 625-hour program that fully meets Alaska state licensing requirements. With a focus on clinical, medical, spa, sports, and relaxation techniques, New Seasons emphasizes small class sizes (6-8 students per instructor) for individualized instruction and personalized growth along with an affordable student clinic open to the public.

SCHOOL HISTORY

Kara Hawley became a licensed massage therapist in 2003. In 2008, she ventured into spa ownership when she opened her own practice at New Seasons Bodywork, Inc in Soldotna, Alaska. In 2015, her husband Josh became certified in Roling Structural Integration and joined her at New Seasons. Through the ownership of their spa, managing employees, and treating clients, Josh and Kara noticed a need for quality massage therapists in Alaska. The nearest massage school is in Anchorage, and there are only a few massage schools in Alaska. In 2025, Josh & Kara began discussions with Alpha School of Massage, a longstanding Florida-based massage school with 3 locations in Florida, as well as campuses in Virginia, Delaware, and New Jersey. The Hawley's leveraged Alpha's experience to understand the requirements for opening a massage school and partnered with Alpha to utilize their proven curriculum alongside the on-site instructor's expertise in the field.

With the expansion of massage therapy as healthcare alternatives, even now with some health insurances offering coverage for massage therapies, the industry continues to grow. Alaska needs more massage therapists. New Seasons School of Massage's goal is to provide this training to meet the growing needs of our community.

APPROVALS AND MEMBERSHIPS

APPROVALS:

Authorized by the [Alaska Commission on Postsecondary Education \(ACPE\)](#), (800) 441-2962, PO Box 110505, Juneau, AK 99811, Email: ACPE@alaska.gov

MEMBERSHIPS:

American Massage Therapy Association (AMTA) <https://www.amtamassage.org/>

FACILITIES

The campus is located at 43335 Kalifornsky Beach Road with ample parking and less than ten minutes from Kenai with nearby restaurants and shopping options. The school is housed within The Copper Center in Building D Suite 17 and occupies approximately 2,000 square feet. The facility includes a reception area, service rooms, class/training room, breakroom, restroom, and office for Administration, Admissions, Student Services. Equipment includes massage tables, massage chairs, hot stone warmers/stone sets, bolsters, audiovisual TV, and a variety of other necessary tools and supplies required for the program. The school maintains a current library learning resource center with a collection of books and periodicals available during school hours as well as online reference materials and videos available 24 hours a day, 7 days a week.

SCHOOL OFFICE HOURS OF OPERATION

Monday and Tuesday from 9:00am to 4:00pm and by appointment outside of these hours. Instructional faculty will be available by appointment outside of regularly scheduled class hours

for academic or course advising. These appointments can be in person, over the phone, or via video conference.

CAMPUS LEADERSHIP

Owner/Campus President.....Joshua and Kara Hawley
Director/Administrator.....Joshua and Kara Hawley
AdmissionsJoshua and Kara Hawley

FACULTY

Massage Instructor, all subjects Kara Hawley, MT#112388
..... Utah College of Massage Therapy 2003
Massage Instructor, all subjectsJosh Hawley, MT# 221607
.....MPOWER Training 2024

PROGRAM INFORMATION

COURSE NUMBERING SYSTEM

The course codes have been assigned based on each program and contain letters and numbers to identify them. The letters represent the course, while the numbers that follow may represent the sequence of courses taken in the program. The actual delivery sequence of courses may vary depending on scheduling.

CLOCK HOUR DEFINITION

Academic clock/contact hours awarded by New Seasons School of Massage are referred to as clock hour. 50 minutes of instruction in the physical presence of an instructor, or 50 minutes of instructional time and an appropriate break. This represents best practice for the adult educational environment. Students will be limited to a maximum of six hours per day and thirty hours per week.

CAREER CONSIDERATIONS

New Seasons School of Massage believes that prospective students interested in pursuing a career in massage therapy should consider all aspects of such a decision. Those who want to become a massage therapist must:

- Enjoy dealing with the public and be able to follow a client's directions.
- Practice safety and sanitation for effective and successful performance within the industry.
- Learn business skills to manage your own schedule or business.
- Work the necessary hours to build a clientele to make the desired income.
- Make a strong commitment to the educational process and complete school.

PROGRAM DELIVERY

The Massage Therapy Program will be taught in a hybrid model. This creates more flexibility for students' personal schedules and allows the school opportunities to deliver meaningful educational materials that would not be available without a distance education component. The program description below outlines the delivery of the hybrid program. See [Addendum A – Hybrid Distance Education](#) for further information. Hours earned via hybrid online distance education may not be accepted for reciprocity or eligible for licensure in other states. It is printed in the Catalog to ensure that all students receive a copy prior to enrollment.

MASSAGE THERAPY PROGRAM (DIPLOMA-625 CONTACT HOURS)

(CIP code: 51:3501) 26 Weeks / 6.5 Months for full-time daytime

The Massage Therapy (MT) program contains five courses. Some courses run concurrently. The objective of the MT program is to train and prepare students for entry-level positions in the massage industry in a spa or clinical setting or as an independent contractor in keeping with the school's purpose and mission. Students completing this program should understand massage techniques and applications, client assessment and charting, anatomy and physiology of the human body, indications and contraindications for massage, effects and benefits of massage therapy, ethics, business, safety and sanitation, state statutes and rules regarding massage therapy, as well as exposure to a variety of allied modalities. Students should possess the skills and knowledge to test for the Massage & Bodywork Licensing Examination (MBLEx). Upon successful completion of this program, students will receive a diploma.

MASSAGE THERAPY PROGRAM OUTLINE					
Course	Course Number	Lecture Hours	Lab/ Practical Hours	Clinical Hours	Total Contact Hours
Foundations of Massage Therapy	FMT101	120 (live 120)	84 (live 84)	0	204 (live 204)
Course Description This course introduces students to the fundamental practices of massage and bodywork, laying the groundwork for professional competency. Students will begin developing essential skills for safe, effective, and ethical massage therapy practice through a combination of classroom instruction and supervised hands-on training. Topics covered include: • Proper use and care of equipment, ergonomics, body mechanics, and therapist self-care • Hygiene and sanitation standards • Fundamental massage strokes and techniques (effleurage, petrissage, compression, joint movement, friction, tapotement, vibration, direct pressure, superficial warming, pumping, stretching, jostling, shaking, rocking), sequencing, and draping methods • Organization and management of the treatment environment and session flow • Client assessment protocols, recordkeeping, and treatment planning • Indications and contraindications for massage/bodywork and identification of endangerment sites • Use of external agents such as water, heat, cold, and topical products • Introduction to allied modalities and complementary techniques, including hot stone massage, pain management, sports massage, chair massage, and aromatherapy Students will demonstrate their ability to integrate these skills into a complete massage/bodywork session during lab and practical opportunities					

Principles of Massage Therapy	PMT102	127 (online 127)	0	0	127 (online 127)
	Course Description This course provides students with the foundational principles and concepts necessary for a professional career in massage and bodywork. Emphasis is placed on integrating theoretical knowledge with practical application to ensure safe, effective, and ethical practice. Students will explore clinical techniques, professional standards, and evidence-informed approaches to massage therapy. Topics covered include: • Tools of the trade: massage tables, accessories, linens, lubricants, essential oils, and treatment room setup • Body mechanics, client positioning, and draping techniques • Professional standards: scope of practice, assessments, treatment planning, informed consent, and documentation • Basic pharmacology for massage therapists • Massage techniques, mobilization, and stretching methods • Standard precautions, contraindications, emergency preparedness, and areas of caution • Clinical massage concepts: pain management, trigger points, fascia, and orthopedic assessments • Applications of massage/bodywork for specific conditions and client populations • Hydrotherapy, foot reflexology, and Asian bodywork therapy • Evidence-informed practice and research literacy • Physiological and psychological effects and benefits of massage				
Anatomy & Physiology, Kinesiology, and Pathology	AKP103	217 (online 217)	0	0	217 (online 217)
	Course Description This course provides an in-depth study of the human body's structure and function, emphasizing anatomy, physiology, kinesiology, and pathology as they relate to massage therapy. Students will explore the musculoskeletal system, movement patterns, and common pathologies, while learning how massage and bodywork influence the body's overall health and function. Topics covered include: • Anatomy of major body systems and structures • Physiology and system functions relevant to massage therapy • Kinesiology principles and movement analysis • Identification of muscles, origins, insertions, and actions • Endangerment sites and areas of caution during massage • Common pathologies and their implications for massage therapy • Effects and benefits of massage/bodywork on movement and systemic function				
Ethics, Business, and Laws	EBL104	36 (online 36)	0	0	36 (online 36)
	Course Description This course introduces students to the essential business and professional skills required for a successful career in massage therapy. Topics include business structures, strategic planning, marketing, recordkeeping, and management principles. Students will also explore professional terminology, communication skills, boundaries, standards and scope of practice, therapeutic relationships, ethical behavior, and strategies for career longevity. Additionally, the course covers state laws, regulations, rules, and statutes governing massage/bodywork to ensure compliance with legal and professional requirements. Topics covered include: • Business practices and organizational structures • Strategic planning and marketing strategies • Recordkeeping and financial management basics • Professional terminology, communication, and boundaries • Standards and scope of practice for massage therapists • Therapeutic relationships and ethical behavior • Career longevity and self-care strategies • State laws, regulations, rules, and statutes related to massage/bodywork				
Clinical Practicum Experience	CPE105	0	0	41 (live 41)	41 (live 41)
	Course Description This course will allow students to have practical experience and applications of assessing and recordkeeping for clients; developing interpersonal and communication skills; identifying and				

	adjusting to contraindications and pathologies; determining appropriate techniques/modalities to be applied; incorporating ergonomics, body mechanics, and self-care; adhering to proper hygiene and sanitation practices; utilizing marketing strategies; upholding standards of practice and ethics; distinguishing muscles, endangerment sites/areas of caution; and recognizing the overall impact of massage/bodywork on the client's body.
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PROGRAM REVISIONS

The content, faculty, facilities, schedule, or length of any program at New Seasons School of Massage may be revised to address the requirement of industry employers, technology changes, or instructional needs of New Seasons School of Massage without additional cost to a student currently in training. Certain phase courses may be taken in other than numerical order sequence to facilitate New Seasons School of Massage class scheduling.

STUDENT/INSTRUCTOR RATIO

All classes are designed to promote student participation and discussion. The coursework is both extensive and comprehensive. To ensure interaction between students and faculty, and among students, attendance checkpoints are monitored at regular intervals throughout each class, lab/practical, and clinical practicum day. Staff encourage students to participate in massage therapy practices, work with mentors, and utilize continuing education options to enhance their career development. The number of students that will be assigned to any class will be based on the student/instructor ratio that will be in accord with sound educational practice. The student/instructor ratio will not exceed 12:1.

SCHEDULES

Schedules are subject to change at the school's discretion. Orientation for new students will take place at 4:00 p.m. on Friday before classes begin.

CLASS SCHEDULES

Schedule Options	Days and Times	Schedule Summary
Daytime Hybrid full-time	- Live in-person class: Monday-Tuesday 9:00 a.m.-4:00 p.m. (Break 12:05 p.m.-1:05 p.m.) - Distance online class: Days of week and time attended will vary by student. - Lab/practice/clinical class: - Group A Wednesday 4:45 p.m.-7:30 p.m.; Friday 8:45 a.m.-2:00 p.m.; Saturday 8:45 a.m.-2:00 p.m. - Group B: Thursday 4:45 p.m.-7:30 p.m.; Friday 1:45 p.m.-7:00 p.m.; Saturday 1:45 p.m.-7:00 p.m.	12 hours/week for 3 weeks Approx. 28 hours/week for 22 weeks

ACADEMIC SCHEDULE – START AND PROJECTED GRADUATION DATES

Some courses run concurrently. The school reserves the right to change start dates based on class enrollment, staff availability and other considerations. The school will only offer the program contained in this Catalog if it obtains a minimum number of students as determined by

the school Administration. If that amount is not satisfied, the institute will allow the student to wait until a future start date that contains the required minimum number of students. If the student cannot accommodate a future start date, they will be refunded following the cancellation and refund policies. Prospective students can enroll in a program at any time prior to the start dates listed below.

Start Date	Projected Graduation Date
10/12/2026	04/23/2027

HOLIDAY SCHEDULE

The school reserves the right to modify this schedule due to business necessity. Depending on what day of the week holidays fall, the school may opt to close for more than one day. The holiday schedule may impact the number of instructional days per week on occasion. The following holidays are observed:

- Thanksgiving Day
- The week of Christmas
- The week of New Year

EMERGENCY CLOSURES AND INCLEMENT WEATHER

Students are expected to attend classes throughout the year in all weather conditions just as they would be expected to go to their workplace. There may be occasions when, due to inclement weather conditions, traveling to and from school may present certain risks. When that is the case, students should use caution and keep personal safety in mind. Please note that New Seasons School of Massage is a post-secondary school and does not follow any public school system closures or delays. If the student feels traveling in certain weather conditions presents a danger to personal safety, the student may choose not to attend classes if the school is open that day. However, the student will be marked absent. Additionally, on occasions when there is a facility-related issue such as water/electrical outages, etc. that could prevent class from occurring at its scheduled time, training may be interrupted.

New Seasons School of Massage reserves the right to close the school during inclement weather or other emergencies. Notice of closures may be sent via email and/or student portal, posted on our Facebook page, and/or a recorded phone announcement.

In the event of unscheduled closures, a student's contract end date will be extended by the same amount of time closed.

ADMISSIONS

ADMISSION REQUIREMENTS AND PROCESS

To benefit from massage therapy training, the prospective student should be in good health and have reasonable stamina, as the work of a massage therapist can be physically demanding. It is

expected that the student will have the motivation and time to complete the program in the timeframe allotted and have the aptitude to study the written, technical, and practical material. The program is offered in English therefore the prospective student must be fluent in English before enrolling.

Applicants are required to:

1. Have successfully completed high school or its equivalent as evidenced by any of the items on the following list: copy of diploma showing high school completion or college completion/degree, copy of GED certificate, copy of a transcript showing high school completion or college completion/degree.¹
2. Be 18 years of age or older.
3. Submit a copy of a valid US government issued photo identification such as a driver's license, military identification, or passport.
4. Complete the appropriate applications and forms.
5. Pay an application fee (we accept cash, check, money order, or all major credit cards).

If any of the above conditions are not satisfied, the applicant will not be considered as an enrolled student in training and all payments made will be refunded to the student or responsible agency as applicable. Applicants are considered enrolled once it is determined that all admission requirements are met, documentation to demonstrate the requirements are met, and the Enrollment Agreement is approved by the authorized school official.

- ¹. If homeschooled, the applicant must provide evidence of the completion of home schooling that state law treats as a home or private school. If the state issues a credential for home schooling, the applicant must provide evidence of that credential.
If the applicant has a foreign high school diploma or transcript, the applicant must provide evidence that verification of their diploma or transcript has been performed by a company that is qualified to translate documents into English and confirm the academic equivalence to a U.S. high school diploma or transcript from a recognized agency such as World Education Services <https://www.wes.org/>, Globe Language Services <https://www.globelanguage.com/index.php>, and Educational Credential Evaluators <https://www.ece.org/>.

STUDENT PREPARATION TIPS

There are several things prospective students will want to consider when preparing for enrollment:

- Choose a start date that allows sufficient preparation time.
- Make dependable housing arrangements.
- Prepare financially.
- Plan for dependable transportation.
- Obtain dependable childcare.
- Consider employment that supports the demands of your education.

DISCLOSURES

New Seasons School of Massage does not guarantee graduates eligibility for licensure, certification, or registration upon graduation due to individual circumstances. Students are responsible for checking with the appropriate agencies for their individual eligibility to sit for

licensure, certification, or registration. Hours earned via hybrid online distance education may not be accepted for reciprocity or eligible for licensure in other states. It is printed in the Catalog to ensure that all students receive a copy prior to enrollment. New Seasons School of Massage does not guarantee graduate employment.

Massage therapy applicants shall not have any impairment related to drugs or alcohol or a physical, or other disorder/condition that would limit the applicant's ability to practice massage therapy in a competent, ethical, and professional manner consistent with the safety of the public.

Criminal convictions may affect a student's ability to be licensed, certified, or registered. Massage therapy applicants are required to report all convictions to the Alaska Board of Massage Therapists and submit to a criminal background check. Each application will be evaluated on an individual basis.

All massage therapy program students must apply for and pass a state-approved licensing examination to receive an Alaska massage therapy license. This exam is administered by a third-party agency and these fees are not covered by New Seasons School of Massage tuition.

Massage therapy applicants must submit current certification in CPR. Certification training for CPR must meet at least one of the following criteria: American Red Cross; American Heart Association; American Safety and Health Institute; a course that adheres to the most recent American Heart Association guidelines; or a course compliant with the current Joint Commission standards. Licensed massage therapists shall continuously maintain current CPR certification.

Massage therapy applicants must complete 2 hours of safety education in Bloodborne Pathogens and Universal Precautions.

Policies and procedures are subject to change as required by licensing, or approval agencies, or the school Administration as deemed necessary. Should any change to the Catalog be made, the Catalog Addendum should be attached and considered an integral part of the school Catalog. Students are responsible for understanding all rules and policies of the school through publications, memos, correspondence, Catalog, and Catalog Addendum. If policy change affects students currently in training, a copy of the new policy will be made available to the students.

NONDISCRIMINATION POLICY

New Seasons School of Massage prohibits discrimination based on race, color, religion, creed, sex, age, ethnic origin, and any other class of individuals protected from discrimination under state or federal law in any aspect of the access to, admission, or treatment of students in its program and activities, or in employment and application for employment.

PROFICIENCY OR TRANSFER HOURS

Based upon a prospective student's prior education, New Seasons School of Massage may allow limited transferability of hours. To transfer hours from another post-secondary school, the prospective student must provide their official transcript and the course catalog or syllabi from the dates attended. Transfer hours must be for like-kind courses/programs. In addition, courses

to be transferred into a program must minimally have an earned grade of C or better or the equivalent. No transfer hours over 2 years old will be accepted.

The school will conduct an assessment using state required curriculum rules to determine whether to accept the hours and how many hours to accept. A maximum of 468 transfer hours will be accepted and no less than 150 transfer hours will be accepted for the program. Prospective students are required to participate in practical and written examinations. These exams will be used to determine the appropriate entry point into the program and the hours that will be accepted. All assessments and examinations of prior education must be completed before the first day of instruction. The school makes no adjustments to recognize a student's prior education once the student has started instruction.

The cost of tuition will be prorated based on the number of transfer hours accepted by the Institute. Exceptions to this policy are at the discretion of New Seasons School of Massage. Courses/subject matters receiving hours are noted with a letter grade of "TR" and with regards to Satisfactory Attendance and Academic Progress will be counted for the purpose of determining when the allowable maximum time frame has been exhausted. Satisfactory Attendance and Academic Progress evaluation periods are based on actual contracted hours at the school.

Students transferring to another school may not be able to transfer all the hours they have earned at New Seasons School of Massage; the number of transferable hours depends on the policy of the receiving school. Hours earned via hybrid online distance education may not be accepted for reciprocity or eligible for licensure in other states.

READMISSION

Circumstances regarding a student's application for readmission will be considered on an individual basis. A student will not be considered for readmission more than twice unless there are exceptional extenuating circumstances, such as military deployment, major emergency medical issues, or an unexpected disaster that temporarily prevents the student from continuing in the program. All readmission requests are subject to approval and may be denied. Approval of a student for readmission is subject to space availability.

A student may apply for readmission into the program after they officially withdrew, if the following conditions are met:

- The date of the readmission must be a minimum of ten days and no longer than one year beyond the withdrawal date.
- The student has submitted a written explanation of how they will be successful in the program if readmitted. It will detail how the barriers that prevented the student from successfully completing their program during the previous enrollment have been resolved, and that there is a reasonable probability they can complete the program of study.
- The student has satisfied or arranged with the school to satisfy any outstanding balances due on their account prior to returning to the program.

- The student has agreed in writing to the school's determination of which course hours previously earned will be counted toward program completion and the course(s) which need to be repeated.
- The student has completed all current admission requirements including fees and supplies.

The student, if accepted for readmission, will:

- Re-enroll at the current tuition and fee rate which will be prorated based on the number of hours needed to complete the program. Students will repeat any portion of the program that was incomplete or recommended for repetition by the Administration.
- Update any pre-existing student equipment/supplies kit to the standards of the current kit and must possess or purchase the current textbooks. If books and/or supplies are needed, they may be purchased from the school at the current rate.
- Return under the same status as they were when they left.

FINANCIAL INFORMATION

TUITION AND CHARGES

Applicants enrolling to attend the school are required to pay an application fee at the time of signing an Enrollment Agreement. The application fee is not credited toward a student's tuition. Other expenses, which the student must calculate into the cost of their program include, but are not limited to, personal expenses and transportation. Students are responsible for providing their own transportation for all learning experiences associated with the curriculum. Additional costs may include but are not limited to class projects, class expenses, additional uniform cost, field trips (shows, educational trips, travel, etc.), state or national licensure exams.

Disclosure: Transfer or proficiency hours credited to the student may reduce the cost of the program. Repeating a course or courses may increase the cost of the program.

Tuition and other charges are outlined below:

Application Fee	Tuition	Supply Kit with Textbooks*1°	Total Cost as Payable to New Seasons School of Massage
\$100.00	\$7,600.00 tuition	\$299.00 + tax	\$7,999.00

Below are direct costs to be assumed by the student. These are other fees associated with requirements that are not payable to New Seasons School of Massage. Fees are subject to change and should be verified by the student.

Required Supplies ²	MBLEx Fee	CPR/First Aid Course	Safety Education Course	Fingerprint Background Fee	License Application Fee	License Fee	Total Other Cost
\$260.00 (estimated)	\$265.00	\$40.00 (estimated)	\$20.00 (estimated)	\$75.00 (estimated)	\$200.00	\$290.00	\$1,150.00 (estimated)

Massage Program Required Supplies ²	
All students will have, or purchase on their own, the following supplies, estimated at \$260:	
1 set of sheets, twin-size or full-size	1 pair closed-toe, comfortable shoes with no elevated heel
1 bath towel (approx. 3 feet long)	5 pairs full-length, black scrub pants
2 hand towels	General school supplies including functioning computing system ³

- * Non-refundable items include any supplies removed from New Seasons School of Massage's physical location, or non-essential supplies that have been ordered by New Seasons School of Massage at the student's request. These items include, but are not limited to, massage tables, textbooks, massage linens, and uniforms.
1. Supply Kit with Textbooks pricing covers materials that are required for the program. For continuity in instruction, the purchase of the Supply Kit with Textbooks from New Seasons School of Massage is mandatory and no substitutions will be allowed. Textbooks: *Massage Therapy: Principles and Practice*, by Susan Salvo, 7th edition, Elsevier published 2022 ISBN: 9780323878159, *Trail Guide to the Body*, by Andrew Biel, Revised 6th Edition, Books of Discovery published 2019 ISBN: 9780998785066. Students should inventory and label the kit immediately after receiving it. It is the students' responsibility to ensure all kit items are in proper working order upon receipt. Any discrepancies and/or defective items must be brought to their educator's attention within 48 hours of receipt. After the 48 hours of kit receipt it will be the responsibility of the student to maintain, and replace, when necessary, all items received within the kit.
 2. Required Supplies pricing covers materials that students must have for the program but may already have in their possession. Pricing will vary depending on the supplies needed to be purchased and the cost of items chosen by the student.
 3. A functioning computing system must meet the requirements outlined in the Prerequisites for Hybrid Program section.
 - ° New Seasons School of Massage reserves the right to replace or substitute the above-mentioned items as needed. Various kit items may be withheld and given to students at different times throughout the program as needed. Prices are subject to change without notice.

OTHER FEES

Fee	Cost
Returned Check/Non-Sufficient Funds (NSF)	\$25.00
Late Payment	\$25.00
Attendance Schedule Change*	\$25.00
Additional Diploma Request	\$25.00
Additional Transcript Request	\$25.00

- * Students are permitted to change schedules, free of charge, one time. Any additional schedule changes will require a \$25.00 schedule change fee.

PAYMENT OPTIONS

New Seasons School of Massage offers several payment options, including in-house financing:

1. Payment in full upon execution of the Enrollment Agreement.
2. Payments in monthly installments that are due on the fifteenth day of each month for the duration of the attended program. If payments are not made within five days of the payment due date, a late fee of \$25.00 will be added to your account. Payments must be

scheduled to be automatically deducted from your bank account, or charged to your Visa, MasterCard, American Express, or Discover Card.

3. The student may have a third-party payer pay the student's tuition directly to New Seasons School of Massage. Any portion of the required tuition and school fees not paid by the third party are the responsibility of the student.

New Seasons School of Massage does not offer federal financial aid.

Students that are having trouble meeting their financial obligation should communicate with Administration.

GRANTS AND SCHOLARSHIPS

New Seasons School of Massage does not award grants or scholarships currently. We may honor grants and scholarships that our students have been awarded by outside organizations.

PAYMENT POLICY

The first tuition payment is due no later than the first day of class unless the student has been given clearance by the Admissions Office, or other financial arrangements have been made with the Administration Office. Students are responsible for any financial obligation incurred while attending New Seasons School of Massage regardless of payment method. Delinquency in payments may be cause for interruption of training and/or termination. Withdrawal from the school does not alleviate the student's responsibility to pay loan debts and charges incurred in the school.

CANCELLATION POLICY – STUDENT'S RIGHT TO CANCEL

Students have the right to cancel enrollment. A student may cancel their enrollment at any time by submitting notice, in writing, of cancellation to the Admissions Department at New Seasons School of Massage. All payments made by the student or on behalf of the student will be refunded if requested by close of business on the first day of a student's scheduled attendance, less any application fee. Any materials, supplies, or books which have been purchased by the student must be returned in like-new condition to receive a refund for these items.

New Seasons School of Massage shall acknowledge the student's cancellation, in writing, within five business days after receipt of notification. Refunds due to a student will be made within thirty days after cancellation.

PROGRAM CANCELLATION POLICY

If a course and/or program is cancelled after a student's enrollment, and before instruction in the course and/or program has begun, the school shall at its option:

- a. Provide a full refund of all monies paid; or
- b. Provide completion of the course and/or program at a later start date.

If New Seasons School of Massage cancels a course and/or program and ceases to offer instruction after students have enrolled and instruction has begun, the school shall at its option:

- a. Provide a pro rata refund for all students transferring to another school based on the hours accepted by the receiving school; or
- b. Provide completion of the course and/or program; or
- c. Participate in a Teach-Out Agreement; or
- d. Provide a full refund of all monies paid in lieu of any clock hours the student may choose not to retain.

If New Seasons School of Massage closes permanently and ceases to offer instruction after students have enrolled and instruction has begun, the school shall at its option:

- a. Provide a pro rata refund; or
- b. Participate in a Teach-Out Agreement.

WITHDRAWAL POLICY

The student must notify the Administrator in writing to officially withdraw. The notification of withdrawal must contain the student's full name and student ID number. The withdrawal is effective on the date the notice is delivered in person, or if sent in the mail on the postmark date, or if via email on the date the email was sent. New Seasons School of Massage shall acknowledge the student's withdrawal, in writing, within five business days after receipt of notification.

Failure to officially withdraw may result in failing grades, breach of contract, termination, and additional financial obligations. Refund calculations are based on the refund policy below.

REFUND POLICY

If, after the close of business on the first day of a student's scheduled attendance, a student withdraws or is terminated, refunds shall be based on the total contract price for the program and shall be paid net of any charges for materials, supplies, or books which have been charged to the student's account, application fee, as well as any accrued late fees, insufficient fund fees, schedule change fees, or sales tax or processing charges. The minimum refund that the school shall pay a student who withdraws or is terminated after the first day of a student's scheduled attendance cancellation period has expired, is as follows:

Refund Scale	
Proportion of total program taught by date of withdrawal	Tuition refund
Less than 10%	90% refund
10% up to but not including 20%	80% refund
20% up to but not including 25%	55% refund
25% up to but not including 50%	30% refund
More than 50%	No refund

When situations of mitigating circumstances are in evidence, the school may adopt a policy wherein the refund to the student may exceed the minimum refund listed in the schedule above.

A refund due to a student shall be based on the date of withdrawal or termination and paid within thirty days of the date of withdrawal or termination. The official date of withdrawal or termination of enrollment shall be the student's last day in class as determined by the school's attendance records and documented by the school accordingly.

In the case of an official leave of absence, if a student does not resume attendance at the school by the end of the leave of absence, the student will be considered a withdrawal from the last day of attendance.

ATTENDANCE AND ACADEMICS

SATISFACTORY ACADEMIC PROGRESS POLICY

The Satisfactory Academic Progress policy is applied consistently to all students enrolled at the school and represents a minimum standard of academic achievement required for continued enrollment. It is printed in the Catalog to ensure that all students receive a copy prior to enrollment.

Satisfactory progress is defined by both quantitative (attendance/time related) and qualitative (academic performance/grade based) elements that are evaluated on a cumulative basis throughout the program with the official checkpoint scheduled at the midpoint of the scheduled clock hours of the course or program of study. The criteria are as follows:

- A cumulative attendance rate of 90% or better.
- A cumulative academic grade of 75% or better.

ATTENDANCE PROGRESS EVALUATIONS

Students are required to attend a minimum of 90% of the hours possible based on the applicable attendance schedule to be considered maintaining satisfactory attendance progress. Evaluations are conducted to determine if the student has met the minimum requirements. The attendance percentage is determined by dividing the total hours accrued by the total number of hours scheduled. At the end of each evaluation period, the school will determine if the student has maintained at least 90% cumulative attendance since the beginning of the course or program which indicates that, given the same attendance rate, the student will graduate within the maximum time frame allowed.

Maximum Time Frame

The maximum time (which does not exceed 130% of the program length) allowed for students to complete the program at satisfactory attendance progress is stated below:

Program	Program Hours	Maximum Time Allowed
Massage Therapy	625 hours	812 hours

The maximum time allowed for transfer students who need less than the full course requirements or part-time students will be determined based on 90% of the scheduled contracted hours.

If a SAP review shows that the student, who may not be at 130%, cannot complete their program within the maximum time frame, the student will be terminated at that time.

ACADEMIC PROGRESS EVALUATIONS

The qualitative element used to determine academic progress is a reasonable system of grades as determined by assigned academic learning.

A syllabus is distributed to students at the beginning of the program that specifies how class, lab/practical, and clinical practicum grades are combined to produce the final course/subject matter grade.

Students will be evaluated through assigned academic learning and a minimum number of practical experiences. Methods of evaluation can include assignments, tests, hands-on skill evaluations, lab/practical and clinical practicum feedback, group discussions, oral quizzes, skill development tests, and projects.

Academic learning is evaluated after each subject matter. Students must earn a passing grade to continue to the next subject matter in each course in the program. Practical skills are evaluated according to text procedures and set forth in practical skills evaluation criteria adopted by the school. Practical assignments are evaluated as completed and counted toward course completion only when rated as C or better. If the performance does not meet satisfactory requirements, it is not counted, and the performance must be repeated. Students must make up failed or missed tests/quizzes and assessments.

Students must maintain a passing grade average and take the final written exam within two weeks of completing all lectures. At least two comprehensive practical skills evaluations will be conducted during the program. All students are required to attempt a state approved licensing examination within thirty days of passing the New Seasons School of Massage final written exam prior to graduation.

Numerical grades are considered according to the following scale:

Grading System		
Letter	Numeric Range	Description
A	90-100	Excellent-Very Good, demonstrating a comprehensive knowledge and understanding of subject matter.
B	80-89	Good, demonstrating a moderately broad knowledge and understanding of subject matter.
C	75-79	Satisfactory-Minimal, demonstrating basic knowledge and understanding of subject matter.
F	0-74	Failing, demonstrating an unacceptably low level of knowledge and understanding of subject matter

DETERMINATION OF PROGRESS STATUS

Students meeting the minimum requirements for academics and attendance at the evaluation point are considered to be making satisfactory attendance and academic progress until the next scheduled evaluation. Students may view their progress in the student portal.

Warning

Students who fail to meet minimum requirements for attendance or academic progress are placed on warning and considered to be making satisfactory attendance and academic progress during the warning period. The student will be advised in writing on the actions required to attain satisfactory attendance and academic progress by the next evaluation. If at the end of the warning period, the student has still not met the attendance and/or academic requirements, they may be placed on probation.

Probation

Students who fail to meet minimum requirements for attendance and/or academic progress after the warning period will be placed on probation and considered to be making satisfactory attendance and academic progress during the probationary period. The student will be advised in writing of the actions required to attain satisfactory attendance and academic progress by the next evaluation.

Only students who can meet the Satisfactory Attendance and Academic Progress policy requirements by the end of the evaluation period may be placed on probation. If it is determined the student cannot meet the requirements by the end of the evaluation period, the student will be terminated.

The student may appeal following the steps outlined in the Satisfactory Progress Determination Appeal Procedure. With a successful appeal, the student, at the school's discretion, may also have an academic plan to help them improve their academic standing and regain satisfactory attendance and academic progress status. Students placed on an academic plan must be able to meet the requirements set forth in the academic plan by the end of the next evaluation period. Students who are progressing according to their specific academic plan will be considered making satisfactory attendance and academic progress.

If at the end of the probationary period, the student has still not met the attendance and/or academic requirements of the Satisfactory Attendance and Academic Progress policy or by the academic plan, they will be terminated from the school.

Satisfactory Progress Determination Appeal Procedure

If a student is determined to not be making satisfactory progress, the student may appeal the determination. The student must submit a written appeal to the school, within ten business days of the negative determination, with supporting documentation of the reasons why the determination should be reversed. This information should include what has changed about the student's situation that will allow them to achieve Satisfactory Attendance and Academic Progress by the next evaluation point. Reasons for which a student may appeal are death of a relative, injury or illness of the student, or other allowable special circumstances. Acceptable supporting documentation a student may submit regarding why the student failed to make

satisfactory academic progress includes, but is not limited to: an obituary, death certificate, physician's statement, police report, attorney's letter, or other third-party professional documentation on official letterhead or notarized that covers the period of difficulty. Upon receipt of the written appeal, the school will review and determine the status of the appeal as soon as practical, but no longer than thirty days from the date of receipt. The student will be notified of the decision within three business days of the review. The appeal and decision documents will be retained in the student file.

Remedial Courses

The school does not offer remedial courses, and as such, does not consider remedial courses when determining satisfactory attendance and academic progress.

ATTENDANCE POLICY

Regular and punctual attendance at all scheduled classes, lab/practical, and clinical practicums is required for student success. Being absent prevents students from receiving the full benefit of a course and interrupts the learning process. Employers are particularly interested in both a graduate's attendance and technical ability. Therefore, a strict attendance policy will be required to enable completion of the program by the end of the contract period and to meet state requirements.

New Seasons School of Massage considers both tardiness and leaving early as types of absenteeism. Classes start at predetermined times as outlined in Class Schedules. All students are required to be in the assigned area for the day and prepared by the start time of class which includes returning from break.

Communication of absences and for leaving early for any regularly scheduled class, lab/practical, and clinical practicum is expected in the same manner an employee would need to contact and advise an employer. Students planning on being absent or leaving early will follow the rules outlined in the Student Handbook and Orientation Packages on the methods to communicate absences.

To meet attendance requirements students may miss a maximum of 10% of the scheduled time in class, lab/practice, and/or clinic in a 30-day/4-week time frame. Failing to maintain minimum attendance requirements may result in termination.

Program	Scheduled Hours per 30 days/4 weeks	Minimum Hours Requirement per 30 days/4 weeks
Massage Therapy	120	108

A student absence due to a doctor's appointment, court appointment, or other event that can be accompanied by official documentation may be considered an excused absence. Examples of acceptable official documentation are doctor's notes, death certificates, obituary notices, jury summons, police report, or eviction notices.

Students with three or more days of unexcused absences in a thirty-day period or having ten or more lab/practical and/or clinical practicum misses can be terminated from the school for

violation of the attendance policy. Students with six or more unexcused tardy/leaving early in a thirty-day period can be terminated from the school for violation of the attendance policy.

Students that are too sick to participate in class, lab/practical, or clinical practicum will be required to clock out and leave the school. This protects both the student's health by allowing them time to rest and heal, and protects the staff, other students, and clients. We expect any student that is sick and may spread the illness to others at the school to remain away from the school until they are not in a contagious stage. No hours for any in-person activity, hands-on training class, lectures, lab/practical, or clinical practicum will be accrued during that time.

If a student is absent for ten consecutive school days, or more than 20% of the course time scheduled for the program, whichever is less, the student's enrollment in the program will be terminated.

MAKE-UP HOURS

If a student misses hours, the hours must be made-up to complete the program by the end of the contract period and to meet state requirements. Official documentation for an absence does not remove the need to make-up missed time. New Seasons School of Massage will provide opportunities for students to make-up hours based on space/availability.

To participate in make-up hours, students must pre-register by emailing a written request. Registration is on a first come first serve basis as space/availability is limited. By signing up for make-up hours the student agrees to show up. If a student signs up for make-up hours and needs to cancel, they must contact the school following the rules outlined in the Student Handbook and Orientation Packages on the methods to communicate absences before the beginning of class, lab/practical, or clinical practicum on the day of the scheduled make-up. All make-up hours must be pre-approved. Students may not receive services while making up hours. Exceptions are at the discretion of New Seasons School of Massage.

LEAVE OF ABSENCE POLICY

A student may request and be granted a Leave of Absence (LOA) if, in the judgment of the school, there are circumstances justifying a temporary break in the students' schedule. The student must be in good academic standing in order to be approved for a LOA. The student must submit to the Administrator a written, signed, and dated request that includes the reason for the leave of absence with supporting official documentation. Examples of acceptable official documentation are doctor's notes, death certificates, obituary notices, or eviction notices. One LOA may be taken for up to a maximum of sixty consecutive days. The student will be expected to demonstrate their ability to rejoin the program without additional training in subject areas previously covered during the student's attendance.

A LOA will extend the contract period and maximum time frame by the same number of days taken in the LOA. The student's Enrollment Agreement will be amended to reflect the changes and will be either initialed by all parties or an addendum to the Enrollment Agreement must be signed by all parties.

If a student does not resume attendance at the school on or before the end of the leave of absence, the school will treat the student as a withdrawal.

GRADUATION

GRADUATION REQUIREMENTS

A diploma will be awarded to students for successful completion of all specified requirements:

1. Completion of all course requirements with an average of 75 or higher.
2. Pass the final exam.
3. Must attempt a state approved licensing examination.
4. Completion of all required lab/practical and clinical dates (students must make up all missed lab/practical and clinical dates).
5. Completion of the minimum number of hours for the program enrolled in.
6. Fulfillment of all financial obligations to the school.
7. Completion of all documentation required by the school.

Graduates will participate in the Career Placement survey within 60 days of completion of the program.

TRANSCRIPTS:

All students requesting academic transcripts must do so in writing. The transcript should be maintained indefinitely by the student. The first two transcript requests are free of charge. Each subsequent request will be charged \$25 per transcript. A transcript request will not be processed for a student who is financially delinquent to the school. Any student who has any unmet financial obligation to the school will not be eligible for any official academic transcript until the financial obligation has been paid in full.

DIPLOMAS:

One diploma will be issued at no cost to each student who has met all financial and academic obligations as described in the Enrollment Agreement, the school Catalog, and any other materials that have been provided to the student by the school regarding their financial or academic obligation. The diploma should be maintained indefinitely by the student. A fee of \$25 will be assessed for each replacement diploma. A diploma request will not be processed until all financial obligations to the school have been met.

STUDENT RESPONSIBILITIES AND PROFESSIONAL STANDARDS

DRUG FREE WORKPLACE

New Seasons School of Massage is a drug free workplace. Students attending the school may not possess, sell, use, give away or otherwise distribute drugs or any alcoholic beverages on the school premises or at any school-sponsored event.

SCHOOL NOTIFICATION

Students are required to notify New Seasons School of Massage whenever a change in personal information occurs, such as change of name, address, or telephone number. Additionally, any anticipated changes in attendance, student payments, or any other item that may have an impact upon completion of the student's education should be reported to the Administration.

PERSONAL PROPERTY

Every student is responsible for personal items while on the New Seasons School of Massage campus. New Seasons School of Massage does not assume liability for damage or loss of personal items. New Seasons School of Massage will not retain articles left in the school after termination, withdrawal or graduation. The school will dispose of such articles at the end of the last day that the student is in the school. All personal belongings are to be taken home daily.

STUDENT COMPENSATION POLICY

In most states it is prohibited for massage therapy students to accept any form of payment or compensation, including tips, directly for massage/bodywork. It is also against the school policy for our students to accept any form of payment or compensation, including tips directly for massage/bodywork from clients. Any student that is found to be accepting compensation of any kind (including tips, gift cards, trades, barter, or anything else of value) directly from clients will be terminated from the school. Clients may make a tip donation for a job well done at the reception desk. These monies are used towards student functions such as luncheons or holiday parties.

Under no circumstances can any student provide or offer to provide any massage/bodywork services to the public and charge a fee for such service. Do not charge or accept any type of payment (including tips, gift cards, trades, barter, or anything else of value) for massage/bodywork until you are licensed. You will not be given hours for massage/bodywork performed away from the school and money then turned in for such services. Students should not collect payment for services under any circumstances.

DRESS CODE AND PROFESSIONAL IMAGE STANDARDS

Many employers have set standards of appearance, and it is to the student's advantage to develop the discipline of meeting preset standards. All attire must fit well, be clean, and in good condition.

Students should not wear perfume/cologne, aftershave, essential oils, or perfumed hair products, because many people are sensitive to these odors, and they may cause an allergic reaction in chemically sensitive clients, staff, and classmates. Students should not smell of tobacco or vape products.

Students should bathe or shower each day. Because breath odor is offensive, careful brushing and flossing of the teeth after each meal are important. Gum chewing is unprofessional and irritating to many people, therefore it is not allowed during lab/practical or clinical practicum.

There are no exceptions to the following items that are required for a student to be permitted to class, lab/practical, or clinical practicum. Any staff member can hold students accountable for standards.

- Lab/Practical, Clinical Practicum, and School Events Dress Code:
 - Full-length black scrub pants that reach from the waistline to the ankles. Socks are not allowed to be worn over pants.
 - Closed-toe shoes with no elevated heel.
 - New Seasons School of Massage shirt must be visible. If necessary, a long sleeve shirt may be worn underneath, but the sleeves must be able to be pushed over the elbow. Jackets or sweaters must be removed before greeting clients.
 - Jewelry that may snag, scratch, or touch the client must be removed or covered.
 - Long hair must be kept pulled back.
 - Nails must be well manicured and not extend past the tips of the fingers. Nail polish is discouraged as it presents hygienic concerns. If a student does wear nail polish it may not be chipped.
 - Hats and caps are not permitted.
- Hands-on Training Classroom Dress Code:
 - Full-length black scrub pants that reach from the waistline to the ankles. No shorts, sagging or baggy pants, sweatpants, yoga pants, stretch pants, and warm up suits are not permissible. Socks are not allowed to be worn over pants.
 - Closed-toe shoes with no elevated heel.
 - Attire is required to be modest in length, coverage, and distraction free. Clothing, accessories, symbols, jewelry, or other paraphernalia that may be considered obscene or offensive are not allowed. Students are required to wear a shirt that covers the torso.
 - Jewelry that may snag, scratch, or touch training partner must be removed or covered.
 - Long hair must be kept pulled back.
 - Nails must be well manicured and not extend past the tips of the fingers. Nail polish is discouraged as it presents hygienic concerns. If a student does wear nail polish it may not be chipped.

Any student violating these regulations is given a chance to correct them on site and will be given a warning. The second occurrence will result in a written reprimand. Recurring issues or push back will result in the student being sent to the Student Manager and subject to disciplinary actions, such as failed lab/practical/clinical/training and up to termination, depending on the severity of the misconduct.

ELECTRONIC DEVICES

Mobile devices or other electronic devices, including connected devices such as watches and audio devices, must be put on silent (not vibrate) or turned off to be brought into the school. Use of mobile devices or other electronic devices, including connected devices such as watches and audio devices, during class is prohibited unless approved by the instructor for a specific time for educational purposes such as recording the lecture or doing assigned research. When students are in lab/practical or clinical practicum mobile devices or other electronic devices, including connected devices such as watches and audio devices, are not allowed to be on their person. Students may be asked to place mobile devices or other electronic devices, including connected devices such as watches and audio devices, in their vehicle if they are deemed a distraction or inspiring unprofessional behavior. Mobile devices or other electronic devices, including connected devices such as watches and audio devices, cannot be used during tests or assessments unless directed by the instructor.

Emergency calls must come through the school phone and be handled by the staff unless directed by Administration. For nonemergency calls, a message will be taken and passed on to the student.

CONDUCT STANDARDS

It is the policy of New Seasons School of Massage to expect all people to always abide by certain rules of general conduct and performance. The regulations governing conduct and responsibilities have been established in the best interest of the school, its employees, students, clients, and guests.

The policies, rules, regulations, and conduct of New Seasons School of Massage parallel those the student will encounter while on the job. Students will find our courses are designed to educate them to function effectively in the professional world of today. Students are required to comply with all school rules, regulations, and policies of the school through publications, memos, correspondence, Catalog, and Catalog Addendum, in addition to those outlined in the Orientation Packages and Student Handbook.

Students are expected to always act in a professional and considerate manner with other students, clients, guests, and school staff both on and off campus. New Seasons School of Massage will not tolerate sexual harassment.

The Conduct Standards help ensure the learning process and learning environment are safe and supportive for students. In the event a violation of the Conduct Standards occurs, the school will impose fair and progressive sanctions. However, if a violation is severe, the school may impose the strictest actions on a student up to and including termination or permanent barring from the campus. The actions are described below. Students may be sent home from a class, lab/practical, or clinical practicum session for a day by an instructor while the Administration reviews for additional disciplinary actions.

Depending on the severity of the misconduct, the student is subject to:

- **Warning** – A warning is an official conversation (in person or via electronic communication) between the student and school staff. The conversation will be documented in the Student Information System. Further misconduct may result in more severe disciplinary actions.
- **Written reprimand** – A written reprimand is the official written notification of unacceptable behavior. The student must sign the document. Further misconduct may result in more severe disciplinary actions.
- **Suspension** – Suspension status is a designated period which during this time, the student is not allowed on campus, at campus functions, or on externship/clinical and will be marked as absent for any missed class sessions. Suspended students will not be allowed to attend any make-up clinicals, tests, exams, or competencies missed. Further misconduct may result in more severe disciplinary actions.
- **Probation** – Probation status is a designated period during which any further acts of misconduct will result in immediate termination.
- **Termination/Dismissal** – Termination/Dismissal is the immediate withdrawal of the student from the school. The student may not be allowed to re-enroll into the school. Such a termination may be appealed per procedures in the SAP appeals policy outlined in this Catalog.

TERMINATION/DISMISSAL

The school reserves the right to immediately terminate any student for:

1. Insubordination, interfering with other students, or failing to obey interim classroom policies as set forth by their instructor.
2. Being under the influence of or possession of intoxicants while on campus or at a school-sponsored event; using, selling, or manufacturing of drugs.
3. Conviction of a crime.
4. Stealing.
5. Cheating on tests or exams or helping others to cheat.
6. Lying associated with attending school.
7. Physical acts of violence towards self or other people.
8. Behavior or activities that could be harmful to the professions, the school, or any of the staff, students, clients, or guests of the school. This includes on and off campus activities and behaviors.
9. Actions resulting in destruction of private property or school property.
10. Failure to purchase and/or possess all items listed under Required Supplies.
11. Any other academic integrity violation.

STUDENT SERVICES

ADVISING

Students may receive advisory services for any school-related academic, attendance, or financial matters from an instructor, Student Management, Student Services, Admissions, or Administration while attending New Seasons School of Massage. All students meeting with New Seasons School of Massage staff must keep discussions about school-related issues and no personal issues may be discussed. If you experience personal challenges, New Seasons School of Massage encourages students to contact United Way 211 www.211.org a local information line staffed by consultants who provide personal counseling referrals to a network of professionals and crisis resources. Students are encouraged to seek out assistance when they need help. Office visits are to be conducted before/after school or during break times. If more time is needed, schedule a meeting to allow for adequate time.

STUDENT RECORDS

Records of students' grades and attendance are regularly maintained in a permanent digital format along with completion rates and retained by the Administration and are available for review upon request by students, federal, state, or local agencies, and other agencies for audit purposes until the school closes. If the school closes records are filed with the ACPE.

The Family Educational Rights and Privacy Act (FERPA) affords students certain rights with respect to their education records. New Seasons School of Massage complies with the regulations governing the implementation of FERPA, as amended.

Access to Education Records: Under this Act, a student will be accorded access to the student's record within a reasonable time after the submission of a written request to the custodian of that record. Suitable arrangements will be made by the school to permit the record to be reviewed in the presence of a representative of the custodian of the record.

Amendment of Education Records: A student has the right to request the amendment of the student's education records that the student believes are inaccurate or misleading, and to insert into the record any written explanation of any matter therein. A written request must be made to the Administration office. The request should include information that clearly identifies the part of the record the student wants amended and specify why it is inaccurate or misleading. The school will notify the student of its decision in writing. If the school decides not to amend the record as requested by the student, the Administration office will notify the student in writing of the decision and the student's right to a hearing regarding the request for amendment. Additionally, the student will receive information regarding the hearing procedures when notified of the right to a hearing.

Students have the right to file a complaint with the U.S. Department of Education concerning alleged failures by the school to comply with the requirements of FERPA. They may address their complaint to: Family Policy Compliance Office, U.S. Department of Education, 400 Maryland Avenue, SW, Washington, DC 20202-4605.

Disclosure of Education Records: Students must submit written consent to the release of any student information other than directory information to any person or agency. Once a student becomes 18 or enrolls in a postsecondary program, parents and guardians no longer have any rights to student information under this Act unless the student completes and submits a FERPA Consent form to release the information to the student's parent(s) or guardian(s). The spouse of a student is not entitled to review the spouse's records unless the student completes and submits a FERPA Consent form to release the information.

Disclosure without consent will be exercised by New Seasons School of Massage to school officials with legitimate educational interests. A school official is defined as a person employed by the school as an: administrative, supervisory, academic, support staff position (including safety and security staff and health staff), person employed by an educational entity with which the school has an educational agreement or contract who has a legitimate educational interest, person or company with whom the school contracted (such as auditor, collection agent, credential and enrollment verification services), or assisting another official in performing their tasks. A school official has a legitimate educational interest if he or she needs to review an educational record in order to fulfill their professional responsibility.

In addition, the school may disclose identifiable information from student educational records without student consent to officials presenting a judicial order or lawfully issued subpoena, and to military branches in accordance with federal guidelines.

Information about an individual student that is classified as "directory information" (student name, program of study, dates of enrollment, enrollment status (not individual class attendance records), diploma/certificate/award received) may be released upon request to any person. The individual student has a right to submit a request in writing to the Administration office that all or any part of the directory information is not releasable. Access to, or release of directory information will be withheld until further written instruction is received for a student.

STUDENT COMPLAINT/GRIEVANCE PROCEDURE

Students are encouraged to share solutions to challenges that they observe in their class, lab, and clinic practicum directly with their instructor and/or email them to Administration. Constructive suggestions help to create improvements.

PURPOSE

The primary objective of this Student Complaint/Grievance Procedure is to ensure that students have the opportunity to present grievances to the school regarding a certain action or inaction by a member of the school staff. The school has a consistent way of resolving grievances in a fair and just manner. This Student Complaint/Grievance Procedure applies to all formal grievances. The definition of grievance is a violation of written campus policies, procedures, or arbitrary, capricious, or unequal application of written campus policies or procedures. A grievance shall be deemed waived unless it is submitted within the time limits established.

INFORMAL RESOLUTION

Before submission of a written grievance, the aggrieved party should attempt to resolve it informally. The student is strongly encouraged to discuss their grievance with the person alleged to have caused the grievance. The discussion should be held as soon as the student first becomes aware of the event or condition that is the basis of the grievance. Additionally, or in the alternative, the student may wish to present their grievance in writing to the person alleged to have caused the grievance. In either case, the person who is alleged to have caused the grievance must respond to the student promptly, either orally or in writing.

INITIAL REVIEW

In the event the matter is not resolved informally, the aggrieved may submit the grievance, in writing, to the Administrator or designee (if the grievance is against the Administrator, the student should address their grievance to the Campus President or designee) within fifteen calendar days of the occurrence. The written account must include:

1. Identify the aggrieved party.
2. Identify the grievance.
3. Identify the time and place where the alleged events or conditions constituting the grievance existed.
4. Identify the person(s) responsible for causing such events or conditions.
5. A general statement of the grievance and remedy sought by the aggrieved party.

The grievance will be reviewed, and a response will be sent in writing to the student within thirty days of receiving the written grievance. The initial response may not provide for final resolution of the problem but will notify the student of continued investigation and/or actions being taken regarding the grievance. Depending on the extent and nature of the grievance, interviews with appropriate staff and other students may be necessary to reach a final resolution to the grievance.

APPEAL PROCEDURES

Within ten calendar days of receipt of the Administrator's decision, a student who is not satisfied with the response of the Administrator after the initial review may seek further review by submitting the written grievance, together with the Administrator's written decision, to the Campus President or designee. Within fifteen calendar days of receipt of the request for review, the Campus President or designee shall submit their decision in writing to the student and to the person alleged to have caused the grievance stating the steps to be taken to remedy the grievance, or information to show that the allegation was not warranted or based on fact.

In the event the student believes they have exhausted the school's grievance procedure and still claims to be aggrieved, they may appeal to the appropriate agency or board.

[Alaska Commission on Postsecondary Education \(ACPE\)](#), Phone: (800) 441-2962, Mailing Address: PO Box 110505, Juneau, AK 99811, Email: ACPE@alaska.gov

ADDENDUM A – HYBRID DISTANCE EDUCATION

HYBRID EDUCATION AND ONLINE DISTANCE COURSES

New Seasons School of Massage offers portions of its courses for the Massage Therapy Program through distance education online. Hybrid education combines the essential on-campus/in-person hands-on instruction and the convenience of online distance courses. The purpose of distance education at New Seasons School of Massage is to provide our students with the opportunity to access quality instruction anytime, anywhere. Distance education is defined as the formal education process in which the delivery of instruction occurs beyond a school's walls since the student and instructor are in different places. New Seasons School of Massage desires to create and provide access to learning when the source of information and the learners are separated by time and/or distance. New Seasons School of Massage believes that adult learners can benefit from the flexibility of hybrid education to balance school with work, family, and other activities.

The quality of education provided via hybrid online distance education is measured through a variety of methods to ensure the content is effectively delivered to students in a manner that is congruent with the school's mission and educational objectives through the following:

- Student competence will be assessed upon completion of the distance education curriculum.
- Student assessment will include written exams and tests, quizzes, projects, etc. during the delivery of the distance education curriculum.
- Student feedback will be obtained via student surveys.
- Instructors will complete self-assessments.

PREREQUISITES FOR HYBRID PROGRAM

New Seasons School of Massage uses a fully hosted Learning Management System (LMS), maintained and managed by a third-party provider, to deliver its hybrid online distance education courses.

Prior to enrollment, prospective students must demonstrate that they possess the skills, competencies, and access to technology necessary to succeed in a hybrid online distance education program.

Students are responsible for maintaining a functioning, standard laptop or desktop computer. Tablets (such as iPads) and cloud-based or limited operating system devices (such as Chromebooks or Windows 11 SE) are not permitted, as they do not support the required local software or necessary camera and microphone functionality.

For optimal performance, LMS products should be accessed using the current or previous major versions of Chrome or Edge. The LMS requires an operating system capable of running the latest compatible web browsers. Students should ensure their computer operating system remains up to date with recommended security updates and upgrades.

The required course study and reference materials will be distributed to students in an organized and timely manner. Online courses will be available anytime and anywhere the student chooses to go online to access the LMS.

DISTANCE EDUCATION DISCLAIMER

Please be advised that academic achievement hours earned via hybrid online distance education may not be accepted for reciprocity or eligible for licensure in other states. It is printed in the Catalog to ensure that all students receive a copy prior to enrollment. All transcripts or other documents, (official or unofficial), listing academic attainment received will identify the distance education component.

SUMMARY OF ONLINE DELIVERY SYSTEM

The Learning Management System (LMS) provides an organized and easy to use interface that provides the student with the guidance necessary to successfully meet the objectives in any given week. The following is a brief description of the LMS format:

- The new student is enrolled in the LMS. Once logged in, the student reviews the program syllabus to see course objectives and outcomes, expectations, grading criteria, and weekly course schedule. Learning materials are organized in modules and flow from basic knowledge to more advanced information.
- Students will complete reading assignments, video lectures, and perform online exercises/research created from course materials, textbooks, and other resources. Each module offers additional resources to enhance the learning experience.
- Students' academic competency is evaluated after each subject matter. Methods of evaluation can include assignments, tests, group discussions, oral quizzes, skill development tests, and projects. If their performance on the graded assignment is less than satisfactory, students may be asked to show their work for any non-graded assignments.
- Students will continue to review completed subjects in preparation for examinations.

Regular interaction for distance education learning activities between a student and an instructor will include the following:

- Weekly monitoring the student's academic engagement
- Substantive interaction by engaging students in teaching, learning, and assessment and will include at least two of the following:
 - Weekly assessing and/or providing feedback on a student's online distance education coursework
 - Providing information or responding to questions about the content of online distance education coursework
 - Facilitating a group discussion regarding the content of online distance education coursework
 - Providing direct instruction

DISTANCE EDUCATION ATTENDANCE AND ACADEMIC POLICY

ATTENDANCE

Students are expected to attend online classes each week. Online classes are considered equal to live lectures for attendance and must meet minimum attendance requirements. Students are required to log in to the online course by Tuesday during the week in which the program officially begins. Students must participate in each course they are enrolled in (2 to 3 courses depending on the schedule chosen) a minimum of one day each week of the program following the syllabus to meet attendance requirements. Participating is defined as interacting with the instructor, students, or other elements of the course. Logging in alone doesn't constitute participating. For example, participation includes submitting a test, submitting an assignment, posting to a discussion thread to discuss class related topics, asynchronous or synchronous communication with the instructor, or documented studying where applicable.

In an asynchronous environment, the school utilizes technology that monitors not only when a student logs in, but captures all activity within an academic portal demonstrating everything a student does within a specific time frame (views material, submits assignments, completes a quiz, etc.) to validate and measure

Students are expected to contact their instructor in advance and make arrangements to complete the required assignments if they are unable to attend online classes.

ACADEMIC

Hybrid online distance education subjects follow the same academic competency-based evaluation and grading policies as for on-campus/in-person education subjects. See [Academic Progress Evaluations](#) for more information. All online distance education, and on-campus/in-person tests are timed, multiple-choice covering material from the subject. It is an independent test; students are not permitted to work with others or use any resources to look for answers. Comprehension of the material is vital to pass the state approved licensing examination. Cheating can result in dismissal. Tests are formatted to help improve test-taking skills for the licensing examination. Scores are immediately available. Students will be allowed to retest any subject in which they have a failing grade a maximum of two times to receive a passing grade and increase their overall average. Students that miss a scheduled test date will receive a zero. It will be considered one of the three attempts allowed.

The school's policies regarding academic honesty and acceptable use of the LMS Service include penalties for unauthorized use of another individual's name and password and for cheating on examinations.

A documented Distance Education Assessment of student performance must be conducted on-campus by a qualified instructor at least once a month with respect to any distance education completed within the preceding month. Assessments may be question and answer, discussion, demonstration, cooperative learning, problem-solving, interactive lecture, student and classroom presentations, lab/practical and clinical practicum activities. Such assessments may be calculated within the student's grade point average at the school's discretion.

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